



TKH REFUND POLICY FOR POSTGRADUATE COURSES
Coventry University Branch at The Knowledge Hub Universities

Policy Title	Refund Policy (Postgraduate Studies)
Responsible University Offices	Office of Finance
Policy Owner	Financial Controlling Director (pay.finance@tkh.edu.eg)
Version	V1
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I. SCOPE OF POLICY

This Policy sets out the conditions, eligibility criteria, and procedures governing the refund of tuition and applicable fees for postgraduate applicants and enrolled postgraduate students (“PG Students”).

It applies to all refund requests arising from admission, enrolment, or withdrawal processes and defines the circumstances under which refunds may be granted, in accordance with CUB at TKH’s applicable regulations.

II. DEFINITIONS

The Knowledge Hub Universities (TKH): An educational institution established pursuant to Presidential Decree No. 423 of 2019.

Coventry University Branch in Egypt is an international branch campus of Coventry University,

established within The Knowledge Hub Universities in the New Administrative Capital, Arab Republic of Egypt. The branch operates in accordance with the Egyptian legal framework governing international branch campuses and delivers academic programmes leading to degrees awarded by Coventry University (United Kingdom).

The Knowledge Hub Universities (“TKH”) provides the local premises, facilities and administrative support for Coventry University’s Branch in Egypt. Coventry University’s Branch in Egypt is responsible for the academic delivery, academic standards and academic governance of the Coventry University programmes delivered at the Branch. For ease of reference in this document, TKH and Coventry University’s Branch in Egypt are referred to together as “CUB at TKH”, where the context requires. This shorthand does not alter the respective roles and responsibilities of TKH and Coventry University’s Branch in Egypt. It is important that you understand the key terms, conditions, policies and regulations that apply to your studies at Coventry University’s Branch in Egypt and to the services and facilities provided by TKH.

PG Student: Any student enrolled in a postgraduate program at CUB at TKH.

Relevant Semester: The academic semester for which tuition fees have been paid and in respect of which a refund is requested.

III. POLICY STATEMENT

Refunds shall only be granted in accordance with the eligibility criteria, conditions and timelines set out in this Policy. This Policy shall be read in conjunction with the University’s applicable Tuition Policy, and related financial regulations.

Refunds shall be calculated solely based on the tuition fees actually paid for the relevant semester, and no refunds shall apply to any other fees unless expressly stated.

IV. POLICY GUIDELINES

1. Tuition and Other Fees Refund

In the event that an enrolled PG student (who has received a final acceptance letter and paid the tuition fees of the first installment of tuition fees) decides to withdraw from Coventry University Branch at The Knowledge Hub Universities (CUB at TKH), he/she must submit an official withdrawal request form. The withdrawal request form should be submitted in hard copy by the PG student to the Registry Office after obtaining all required approving signatures featured on the

form.

Upon approval of the withdrawal request, the PG Student shall receive an automated notification confirming the withdrawal and, where applicable, setting out the refund procedure, the supporting documentation required, and any additional information or actions necessary for the assessment and processing of an eligible refund request.

The Finance Department shall process any eligible refund upon receipt of all required documentation and in accordance with the applicable refund schedule set out below.

Refund Schedule – Semester 1

Withdrawal Timing	Application Fee Refund	Tuition Fee Refund
Before the first day of classes	0%	100%
By the end of the second week of the semester	0%	50%
After the second week of the semester	0%	0%

All timelines shall be calculated in accordance with the University's official academic calendar.

2. General Guidelines

- a. A refund shall be made to original payer or to an authorized representative upon submission of a valid authorization, (proxy authorizing).
- b. Refunds shall be **processed within 30 working days** from the date of the approved request and receipt of complete documentation.
- c. For the avoidance of doubt, refunds shall apply only to the tuition fees paid for the relevant semester, and no refunds shall be granted for prior semesters or where the student has not completed payment and registration for the relevant semester.
- d. Where a PG Student has received any form of discount, including but not limited to corporate, alumni, sibling, or staff-related discounts, any refund shall be calculated based on the net tuition fees actually paid by the Student after applying the discount, and not on the full undiscounted tuition fees.
- e. The effective withdrawal date shall be the date on which the official withdrawal/rejection email is received by CUB at TKH at Refund@tkh.edu.eg (sent by the PG applicant/ PG Student) to guarantee the refund.
- f. Any refund requests should be approved by the TKH President after relevant departments present their justifying reasons and supporting documents for the

withdrawal.

Required Documents

All refund requests should be supported with the following:

1. Proof of payment
2. Withdrawal Form (**enrolled PG students only**)
3. Refund Request Form (signed by hand)
4. Valid proof of identification (National ID or passport)
5. Bank details for sponsors (if applicable).

V. POLICY AMENDMENTS AND REVIEW

TKH reserves the right to amend or update this Policy at its discretion.

Amendments shall take effect from the date of publication, unless otherwise stated, and shall supersede any previous versions of this Policy. Such amendments shall apply to all students.

Any changes shall be published through the TKH's official channels, including but not limited to its website and student portal or other designated platforms.

Continued enrollment at CUB at TKH following the publication of any amendments shall be deemed acceptance of the updated Policy.

All students are responsible for regularly reviewing and ensuring their awareness of the most current version of this Policy.