

Withdrawal & Refund: Policies & Procedures 2018/2019

2018/2019 学年退学退款规定与程序

Withdrawal Procedure 退学程序

Withdrawal of a child from House of Knowledge is only confirmed upon receipt of a completed and signed "Withdrawal Notice Form", in advance of the desired withdrawal date. A "Withdrawal Notice Form" is available on our website or in all Campus Managers' offices. If written notice of withdrawal is submitted to the school during a public holiday, it will be deemed received by HoK on the first day of school following the public holiday, unless receipt of this notice is confirmed by the administration during the holiday. Any refunds of school fees will only be considered after the receipt of a completed and signed "Withdrawal Notice Form".

学生从好思之家退学, 家长需要提前通知学校退学日期, 唯一确认途径是: 收到家长签字并注明日期的“退学申请表”。退学申请表可以从学校网站上下载, 或向所在校区的园区经理索取。如在公共假期期间申请退学, 此申请日期会被视为假期结束后开学的第一天, 已被学校管理人员确认过的退学申请除外。所有退款, 必须在收到退学申请确认后才能进行。

Refunds 退款

1. Application Fee 报名费

The Application Fee is an administrative fee that must be paid to initiate the application review and admission process. The Application Fee is non-refundable.

报名费是行政事业性收费, 必须在启动申请和录取开始前支付, 报名费不予退还。

2. New Student Fee 新生杂费

For all new students, a non-refundable and non-transferable new student fee of RMB 16,000 covers the orientation process, PE kit, new student materials and investments in facility maintenance.

人民币 16000 元用于支付入学流程、运动套件、新生资料、新生个人在校用品以及设施维护开支, 该项费用需一次性支付, 且不予退还或转作他用。

3. Tuition Fee and Deposit 学费与押金

Should a parent/guardian decide to terminate a child's study at HoK, it is necessary for the school to be compensated for the early termination of the education services contract between HoK and the parent, as commitments would have already been made by the school and there would be direct financial impact of implementing changes in scheduling and other arrangements. Depending on the time of year when the child withdraws, as well as when the written notice of withdrawal is received by the school, the amount of compensation for early termination required from HoK may vary (please refer to the HoK 2018/2019 Withdrawals and Refunds Schedule within this document).

如果家长 / 监护人决定终止一个孩子在学校学习，会直接影响到学校在物资方面已经提前支出费用的损失以及在人事方面做出的承诺需要财务方面的履行，因此退学请务必尽早通知学校。学校根据收到退学申请时间的不同，扣除定金及学费的比率也会有所不同，详细信息请见下面 2018/2019 学年退学退费规定表。

While HoK reserves the right to deduct from the deposit any amounts that are owed by the student or the parent/guardian to the school, this right does not diminish in any way the school's absolute right to otherwise require payment and collection of such amounts through other means, when such amounts are due in order to ensure that the deposit is returned to the proper party, the official receipt issued by HoK when the deposit was first paid must be returned to the school before the deposit can be refunded. Please note: in accordance with government regulations, HoK cannot issue an official fapiao because the deposit is a refundable payment.

学校有权从定金中扣除任何由学生或家长 / 监护人在学校所欠的款项。此定金与其他任何家长需支付的款项不相冲突。为确保定金的返还，学校会在定金交付时出具正式的收据，退还时请务必出示并退回此收据。请注意：按照政府规定，由于押金是可退还款项，好思之家不能为押金开具发票。

If withdrawal is required because HoK determines that a child is unable to settle in and it is to their detriment to continue at school, and all efforts, strategies and attempts to work with parents have failed, HoK will offer a refund. The refund will include all fees subtracting the amount consumed for the month(s) the child attended school. For withdrawals for any other reason, refunds will be given according to the standard Withdrawal and Refund Schedule as follows.

如果新生在入校后的适应期遇到困难，并且在校方多次与家长合作努力后仍然不能见效，在此情况下，为了孩子的利益，校方有权决定让孩子退学，父母应该服从校方的决定，校方会在扣除在校期间的学费后将可退还的费用退给付款方。其他原因退学，请按照我们下面退学规定执行。

Temporary Leave 短期请假

There will be no refund given for any fees for a student on leave. Refunds are only given in the event of a student's withdrawal, according to the "Withdrawal and Refunds: Policies and Procedures". Should a parent choose to withdraw their student in the case of temporary leave, the non-refundable Application Fee and New Student Fee must be paid again when the student re-enrolls.

短期请假的费用不予退还。退款需要符合退学退款的规定与程序。如果家长决定在短期离开期间退学，在学生重新报名回校时需要重新交纳报名费与新生费。

Withdrawals and Refunds Schedule 退款期限：

Deposit 押金

Deposit is refundable to parents who submitted the "Withdrawal Notice Form" to the school and settled all outstanding school fees by the leaving date.

押金在家长提交退学申请表以及在退学前缴清所有款项后可以返还。

The refund will be processed within 14 days from the leaving date.

押金将在孩子离校后的 14 日内返还给家长。

Tuition Fees 学费：

Tuition paid 所缴学费	Withdraw Notice Date and Refund % 退学申请提交日期及退费比例			
	On or before May 1 st 5月1日及之前	On or before Jun. 22 nd 6月22日及之前	On or before Sep. 30 th 9月30日及之前	On or before Jan. 25 th 1月25日及之前
Annual 全年	100%	75%	40%	0%
Term 1 第一学期	100%	50%	0%	N/A
Term 2 第二学期	N/A	100%	80%	0%

For newly enrolled students, the first month is considered a trial period. If parents would like to withdraw and submit the "Withdrawal Notice Form" during the trial month, 50% of tuition paid can be refunded.

新入学的学生将享有一个月的适应期，如在适应期内家长决定退学并在适应期结束之前提交退学申请，所缴纳的 50% 的学费可以退还。

4. Bus Fee 校车费

If a child no longer requires bus services, their parent/guardian must submit written notification to the Campus Manager. The bus fees for the month in which the written notification is received as well as the fees for the following full calendar month will not be refunded. The remaining bus fees will be refunded.

不再需要校车服务的儿童，家长 / 监护人需要向园区办公室提交书面通知。提交通知当月以及下一个满月已交校车费不予以退还，退款金额由第二个满月开始计算。

5. Lunch Fee 午餐费

If a child will not eat school lunch for an entire calendar month, their parent/guardian must submit written notification to the Campus Office. The lunch fees for this month in which the child does not join for lunch will be refunded. Refunds of lunch fees for less than a month are not possible.

如果学生在整个自然月不需要午餐，家长 / 监护人需要向园区办公室提交书面通知。不需要午餐当月的午餐费将予以退还。如不需要午餐的天数小于一个月，餐费将不做返还。

Additional Notes 其它注意事项

Any refund or release of school records is dependent upon satisfactory completion of withdrawal procedures, the return of all school property and the settlement of any outstanding fees.

任何退款或成绩报告的出具都取决于退学手续何时完成，归还学校财产和支付所有未缴纳的费用。

I have read and understood the aforementioned Withdrawal and Refund: Policies and Procedures.

我已阅读并理解上述的退学退款规定与程序。

Date 日期: _____ Child's Name 孩子姓名: _____

Parent/Guardian Signature 家长 / 监护人签字: _____