

## RIME Refund Policy

All refunds will be processed within 20 business days of receipt of a formal email. Please ensure that you provide your full name and student ID reference or submit a copy of your Emirates ID. Refunds will be processed through bank account transfer and will only be issued via the original mode of payment, except for cash payments. If payment was made in cash, bank details will still be required to process the refund, as no cash refunds will be made.

### Withdrawal Before Commencement of Classes

If, for any reason, a student opts to withdraw from the Institution after accepting the offer letter (which constitutes a legal contract), they have the right to cancel their offer until the commencement of classes and request a refund.

A 100% refund of tuition fees, recreation fees, and the security deposit will be granted if a student withdraws before the start of classes. Application fees or registration fees are non-refundable under any circumstances. **Visa fees are also non-refundable once the visa has been applied for by the Institution.** The refund will be processed after the Institution completes the required withdrawal procedures.

A formal withdrawal request must be sent to [admissions@regenteducation.ae](mailto:admissions@regenteducation.ae). No other form of communication will be accepted. In the absence of a written notification of withdrawal to the Admissions Office, it will be assumed that you are enrolled and attending classes, and you will be liable for the tuition fees for the academic year.

### Withdrawal After Commencement of Classes

If you decide to withdraw from a course after induction, you must notify the Student Services department in writing. In the absence of written notification of withdrawal, it will be assumed that you are attending classes, and you will be liable for tuition fees for the academic year. All refund requests must be sent to the Student Services Department at the following email address: [Student.services@regenteducation.ae](mailto:Student.services@regenteducation.ae).

The eligibility criteria for a refund after the commencement of classes are as follows:

Date of Withdrawal	Percentage of Tuition Fee Refundable
During induction week	75%
From 1st week of class until 2nd week of class	50%
After 3rd week of class	0%

1. Application fees and Registration Fees are non-refundable under any circumstances.
2. If the fees have not been paid in full, any deposit paid will be adjusted against the outstanding fees, and only the remaining balance, if any, will be refunded. If the deposit is insufficient, post-dated cheques will be retained and cashed to clear the outstanding dues.
3. Visa fees are also non-refundable once the visa has been applied for by the Institution.
4. If the fees have been paid in full, the visa deposit will be refunded after the Institution completes the required procedures.

### Refund of Deposits After Completion of the Course

1. The visa security deposit for students sponsored by Regent will be refunded only after their visa has been cancelled, and proof of exit from the UAE or proof of a new valid UAE visa is submitted to the Student Services Department.
2. All deposits will be refunded via bank account transfer only.
3. If refundable deposits are not claimed within one year from the date of eligibility or request (whichever is earlier), the deposits will be considered non-refundable.

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