

## 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 is made in cash, bank details will still be required to process the refund, as no cash refunds will be made.

### Withdrawal Before the official start of the Semester

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.

1. Registration fees are non-refundable under any circumstances.
2. Visa fees are also non-refundable once the visa has been applied for by the Institution. In the event of student visa application got rejected, the amount will be refunded after the deduction of immigration charges.
3. Pearson Fee will be refunded.

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 the official start of the Semester

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
From 1st week of class until 2nd week of class	50%
After 3rd week of class	0%

1. Registration Fee and Pearson Fee are non-refundable under any circumstances.
2. If the fees have not been paid in full, any amount paid will be adjusted against the outstanding fees, and only the remaining balance, if any, will be refunded. If the amount 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 cancellation fee will be refunded after the Institution completes the required procedures by deducting the required amount for visa cancellation.
5. In the event, if the student is not attending classes and has no notification of absence, refund is not applicable.

#### Refund of Deposits After Completion of the Course

1. The visa cancellation fee for students sponsored by Regent will be partially refunded only after their visa has been cancelled and only applicable for In-Country cancellation, proof of exit from the UAE or proof of a new valid UAE visa is submitted to the Student Services Department. Refund via bank account transfer only.
2. If visa cancellation fee is not claimed within six months (6) eligibility or request (whichever is earlier) will be forfeited. For refund related queries please contact; [finance@regenteducation.ae](mailto:finance@regenteducation.ae)

<b>Version number</b>	<i>1.1</i>
<b>Publication date</b>	<i>1<sup>st</sup> Jan 2025</i>
<b>Approved by</b>	<i>Group Chief Financial Officer</i>
<b>Approval date</b>	<i>30<sup>th</sup> Dec 2024</i>
<b>Next review date</b>	<i>1<sup>st</sup> Sep 2026</i>
<b>Policy owner</b>	<i>Finance Officer</i>

#### **Declaration**

I acknowledge and agree to the terms outlined in this refund policy.

**Name of the Student:**

**Signature:**

**Date:**