

RIME Refund Policy

All refunds will be processed within 20 business days of receipt of a formal refund request. Please provide your full name and student ID reference or a copy of your Emirates ID. Any approved refund will be transferred directly to the student's bank account. No third party, including agents, may receive a refund. For a minor student, the parent's bank account may be considered. No cash refunds will be given.

Authorised Communication

Any communication regarding refunds or student affairs must come directly from the student's or parent's email address provided in the initial admission application form. Communications from agents or other third parties will not be accepted.

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 getting 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 from the student's or parent's registered email address, as applicable, to 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 on or after induction, you must notify the Student Services department in writing from the student's or parent's registered email address, as applicable. 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: 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 the date of induction until the end of the 2nd week	50%
From the beginning of the 3rd week following induction	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. In the event, if the student is not attending classes and has no notification of absence, refund is not applicable.
5. Any applicable tuition fee refund will be calculated from the student's date of induction, rather than the class start date.

Refund of Visa cancellation fees After Completion of the Course

1. Any eligible refund related to visa cancellation fees will be processed only after the student has successfully completed the course. Refunds will not be applicable in case of course breaks or course withdrawals. For Regent-sponsored students, the refund will also be subject to completion of the visa cancellation process and, where applicable, In-Country cancellation. The student must submit either proof of exit from the UAE or proof of a new valid UAE visa to the Student Services Department. Any applicable visa cancellation charges will be deducted from the refundable amount before the remaining balance is paid. All refunds will be processed via bank transfer only.
2. If an eligible refund is not claimed within six (6) months from the date of eligibility, the entitlement to the refund will be forfeited. For refund-related queries, please contact: finance@regenteducation.ae

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Policy owner	Finance Officer

Declaration

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

Name of the Student:

Signature:

Date: