



Refund Policy

Refund for Withdrawal Due to Non-Delivery of Course:

DCSG will notify the Student within three (3) working days upon knowledge of any of the following:

- (i) It does not commence the Course on the Course Commencement Date;
- (ii) It terminates the Course before the Course Commencement Date;
- (iii) It does not complete the Course by the Course Completion Date;
- (iv) It terminates the Course before the Course Completion Date;
- (v) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A within any stipulated timeline set by CPE, if applicable; or

The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Parents decide to withdraw the Student, within seven (7) working days of the above notice.

Refund for Withdrawal Due to Other Reasons:

If the Student withdraws from the Course for any reason other than those stated in Clause 2.1, DCSG will, within seven (7) working days of receiving the Parents' written notice of withdrawal, refund to the Parents an amount based on the table in Schedule D and subject to the terms set out in Schedule D.

Refund During Cooling-Off Period:

DCSG will provide the Parents with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties. The Parents will be refunded the highest percentage (stated in Schedule D) of the fees already paid if the Parents submit a written notice of withdrawal to DCSG within the cooling-off period, regardless of whether the Student has started the course or not.



SCHEDULE D REFUND TABLE

The following refunds apply if a Student is withdrawn whether by the Parents or by DCSG pursuant to the terms of this Contract including the Terms and Conditions set out in Schedule E of the Student Contract:

% of Course Fees paid under Schedule B and C	If written notice of withdrawal is received or delivered by DCSG:
100%	Within the 7 working days 'cooling-off' period upon signing of the Contract and regardless of before or after Course Commencement Date, 100% of the Course Fees less administrative and bank charges will be refunded.
0%	After the 7 working days 'cooling-off' period

Refunds after due calculations, will be paid within seven 7 working days, after receipt of the notice of withdrawal.

Miscellaneous Fees listed in Schedule C may or may not be refunded, please review the terms of refund at the point of purchase or payment.

ADDITIONAL INFORMATION

The laws in Singapore will apply to how the Student Contract will be read and to the rights the parties have under the Contract.

If any part of the Contract is not valid for any reason under the law of Singapore, this will not affect any other part of the Contract.

If thr Parents and DCSG cannot settle a dispute using the way arranged by DCSG, the Parents and DCSG may refer the dispute to the CPE Mediation-Arbitration Scheme (www.cpe.gov.sg).