

Refund Policy

The Following Defines Refund Policy of Victoria World Academy:

1. VWA will notify the Student in writing within three (3) working days after becoming aware of any of the following (each a “**Refund Event**”):
 - (a) It cannot commence the provision of the Course on the Course Commencement Date;
 - (b) It cannot complete the provision of the Course by the Course Completion Date;
 - (c) The Course will be terminated before the Course Completion Date;
 - (d) The Student does not meet the course entry or matriculation requirements as stated in Schedule A; or
 - (e) The Immigration & Checkpoints Authority of Singapore (the “ICA”) rejects the Student’s application for the Student Pass.

2. Where any of the Refund Events in Clause 1(a) to (c) above has occurred
 - (a) VWA shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Contracting Party, within ten (10) working days of informing the Contracting Party of the Refund Event.
 - (b) If the Contracting Party accepts such alternative study arrangements, VWA shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.
 - (c) If VWA does not propose alternative study arrangements to the Contracting Party within the time stipulated in Clause 2(a) above, or the Contracting Party does not accept such alternative study arrangements, the Contracting Party may forthwith terminate this Contract by way of a written notice to VWA.

3. Where any of the Refund Events in Clauses 1(d) to (e) has occurred, VWA shall forthwith terminate this Contract by way of a written notice to the Contracting Party.

4. If the Contract is terminated pursuant to Clause 2(b) read with Clause 1(a), VWA shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party within seven (7) working days of the termination.

5. If the Contract is terminated pursuant to Clause 2(b) read with either Clause 1(b) or Clause 1(c), VWA shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.

6. If the Contract is terminated pursuant to Clause 3 or Clause 2(c) read with Clause 1(a), VWA shall refund all Course Fees and Miscellaneous Fees paid by the Contracting Party Within seven (7) working days of the termination.

7. If the Contract is terminated pursuant to Clause 2(c) read with either Clause 1(b) or Clause 1(c), VWA shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Contracting Party within seven (7) working days of the termination.

8. Refund for Withdrawal During the Cooling-Off Period:

Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to VWA, forthwith terminate the Contract at any time within the Cooling-Off Period by way of a written notice to VWA. VWA shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.

9. Refund for Withdrawal Outside the Cooling-Off Period:

Without prejudice to Clauses 1 to 8 above, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice to VWA. Upon receipt of such notice, VWA shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with the table below:

% of [the amount of Course Fees and Miscellaneous Fees paid under Schedules B and C]	If the Contracting Party's written notice of withdrawal is received:
[80%]	more than [30] working days before the Course Commencement Date
[50%]	on or before, but not more than [30] working days before the Course Commencement Date
[25%]	after, but not more than [7] working days after the Course Commencement Date
[0%]	more than [7] working days after the Course Commencement Date

Terms and Conditions of Refund

- (a) Any refund payment will only be processed after all application sections are duly completed in the "Withdrawal (with Refund) Form".
- (b) For students under 18 years of age and International Students holding Student's Pass, the school will seek parental/legal guardian consent prior to processing the request for the withdrawal.

Non-refundable Fee

- (a) Administrative Fee, Fee Protection Scheme (FPS) Insurance fee and Student Hospitalization Insurance fee are non-refundable.
- (b) For Withdrawal and Refund requests after seven (7) working days after Course Commencement Date a partial refund may be given under special circumstances subject to approval by the school management on a case-by-case basis.
- (c) There will be no refund of course fees and miscellaneous fees for students who have to terminate their study due to disciplinary action being meted out for failing to abide by the school's Rules and Regulations and Singapore's law as stipulated in the school Disciplinary Policy.

Act of Goodwill

On an exceptional basis as an act of goodwill and with the approval of the top management, Victoria World Academy reserves the right to extend refunds at its own discretion.

The Refund Policy and Procedure will be reviewed once a year by the management team during the management review for continual improvement.