

Refund Policy

Updated on 05/05/2015

City College offers refund of the course and applicable related fees paid (with the exception of non-refundable fees) in the event the student withdraws from the course by giving written notice under the following circumstances:

- (i) Non-commencement by the school of the course without any reason on commencement date;
- (ii) Non-completion by the school of the course without any reason by completion date;
- (iii) Termination by the school of the course without any reason prior to completion date;
- (iv) Breach by the school of our obligations under the Standard Student Contract; or the school or the student is unable to carry on with the course for reasons beyond the control of either (due to Force Majeure).

We offer such refund as soon as practicable after receipt of the written notice (Student Exit Form serves as the official written notice to City College) by Student not later than 7 working days after. Refund may also be made in the event the student withdraws for reasons other than the above. In such a case, refund, subject to there being no double claim, is offered within 7 days upon the receipt of a duly completed Student Exit Form.

However, if the student is dismissed (due to severe disciplinary matters listed below), no refunds will be given.

Should the dismissed student be on the Installment Payment scheme, he / she is still required to render all payment(s) due to City College up to the date of dismissal.

Severe Disciplinary Listing

- (i) Absence without official reasons despite warnings given,
- (ii) Unchanged behavior after disciplinary action had been taken,
- (iii) An offender of the Singapore Law,
- (iv) Misbehaviour of frequency and seriousness that POSES A THREAT to the health, safety and security of others in the City College,
- (v) Outstanding school fees despite receiving at least 3 written warning notices,
- (vi) Non-payment of smoking fines, only if applicable.

The amount of refund (with the exception of non-refundable fees) is as follows:

Percentage (%) of the Course and Applicable Related Fees	If Student's Written Notice of Withdrawal is Received:
75%	("Maximum Refund") More than 30 days before the Course Commencement Date
50%	Before, but not more than 30 days before the Commencement Date
25%	After, but not more than 7 days after the Commencement Date
0%	More than 7 days after the Commencement Date

7 DAYS' COOLING OFF PERIOD

Students shall have the right to cancel the signed student contract within 7 working days (the "Cooling-Off Period") from signing the contract. This is the student's entitlement to cancel the contract and students are not obliged to give any reasons to City College for doing so.

Students will need to submit the Notice of Cancellation to City College within the 7 working days to activate this right.

Upon cancelling the contract, City College will refund the student the monies paid in accordance to Clause 2.5 of the PEI-Student Contract.

CITY COLLEGE LATE-FEE PENALTY

All O-Level Programmes & SODE Diploma Programmes

Kindly note that a late fee of \$50 will be imposed upon the issuance of 2nd Warning Letter which is 14 working days after the due date.