

## INNOVENTURES EDUCATION Covid-19 Relief Package FAQ (revised 26 April 2020)

- 1. What measures are Innoventures Education schools taking as part of their Covid-19 Relief Package?**  
Innoventures Education schools will be extending a discount on **Term 3 fees (April to June 2020)** for 2019-2020. This discount is being provided in recognition of the hardship being faced by our families.

- 2. What is the discount offered and how will it work?**

Discount	Schools
20% of Term 3 fees (April to June 2020) – will be applied as a credit towards Term 1 fees for 2020-2021*	Collegiate American School Dubai International Academy Al Barsha Dubai International Academy Emirates Hills Raffles International School Raffles World Academy Raffles Starters (Early Learning Centre)

\* Students who leave at the end of academic year 2019-2020 to relocate out of Dubai and have already paid fees in full will receive a refund equivalent to 10% of Term 3 fees on withdrawal, provided evidence of relocation is submitted by 30 June 2020.

- 3. When will the portion of discount that accrues in Term 3 of 2019-2020 be paid to me? I have already paid my child's fees in full for this academic year. How do I benefit from this discount?**

Where annual fee for the academic year 2019-2020 has been paid in full, the entire discount will be applied as a credit to Term 1 fee for 2020-2021. Students who leave at the end of academic year 2019-2020 to relocate out of Dubai and have already paid fees in full will receive a refund equivalent to 10% of Term 3 fees of 2019-2020 on withdrawal and submission of documents as evidence of relocation (to be submitted by 30 June 2020).

- 4. I have not paid my child's fees (partial or full). How will this discount apply to me?**

The entire fee for 2019-2020 will need to be paid and 20% will be applied as a credit towards Term 1 fees for 2020-2021.

- 5. My child joined the school after the start of Semester 2. What discount would I be entitled to?**

The 20% fee discount on Term 3 of 2019-2020 will be pro-rated as per the proportion of Semester 2 fee paid and will be applied as a credit towards Term 1 fees for the academic year 2020-2021.

- 6. My employer usually pays my child's school fees. How does this benefit me?**

Refer to 3 above. The beneficiary of the discount in this case will be the employer.

- 7. How does this affect fees for those who have a sibling discount?**

The discount on Term 3 fees will apply on the fee payable after deduction of the sibling discount.

- 8. My child is currently in his/her last year of school Year 13/Grade 12. What discount would I be entitled to?**

10% discount will be applied to Term 3 fees for 2019-2020 provided the full academic year's fee is paid, refundable at the end of the academic year.

- 9. What happens to the exam fees paid?**

Any refund received from the examination boards will be adjusted against the next year's fee for returning students and will be refunded if you are leaving the school.

- 10. I have made advance payments for my child's cafeteria expenses or for my child's bus transportation. How do I get these advances refunded to me?**

Our providers have already communicated directly. If you have any concern, please inform your school's Principal and we will ensure it is addressed promptly.



**11. I have paid the fee for Semester 2. How is Term 3 fee calculated and how does the discount apply for child? (For CAS)**

Semester 2 fee is for 5 months (Feb 2020 to Jun 2020). Term 3 fee is for 3 months (Apr to Jun 2020 – prorated for 3 months based on Semester 2 fee).

- 20% discount on Term 3 fee will be adjusted against Term 1 fee in Sep 2020
- 10% discount on Term 3 fee will be refunded for children relocating out of Dubai at the end of academic year 2019-2020, on submission of documents as evidence of relocation (to be submitted by 30 June 2020).
- Please refer to table below for Term 3 fee for respective grade levels.

amounts in AED

Fees for 2019-2020	Annual fee	Semester 1	Semester 2	Term 3	20% discount*
Pre KG	40,071	20,035	20,035	12,021	2,404
KG 1	40,071	20,036	20,036	12,021	2,404
KG 2	46,751	23,376	23,376	14,025	2,805
Grade 1	55,711	27,855	27,855	16,713	3,343
Grade 2	55,711	27,855	27,855	16,713	3,343
Grade 3	63,670	31,835	31,835	19,101	3,820
Grade 4	63,670	31,835	31,835	19,101	3,820
Grade 5	63,670	31,835	31,835	19,101	3,820
Grade 6	72,352	36,176	36,176	21,705	4,341
Grade 7	72,352	36,176	36,176	21,705	4,341
Grade 8	72,352	36,176	36,176	21,705	4,341
Grade 9	72,352	36,176	36,176	21,705	4,341
Grade 10	72,352	36,176	36,176	21,705	4,341
Grade 11	72,352	36,176	36,176	21,705	4,341
Grade 12	72,352	36,176	36,176	21,705	4,341

\*20% discount will be adjusted against Term 1 fee in Sep 2020

**12. Why does the relief apply only to Term 3 fee (Apr 2020 to Jun 2020)?**

Term 3 (Apr 2020 to Jun 2020) is the period impacted by the disruption caused by COVID-19 and hence the relief is offered on the fee for this period.

**13. My children are moving across Innoventures Education schools next year? How does the relief apply? What will happen to the 10% enrolment fee already paid at the new school?**

The Term 3 discount from 2019-2020 from the current school will be applied as a credit towards Term 1 fees for 2020-2021 at the new school. The enrolment fee paid also gets credited towards T1 fee for 2020-2021.

**14. What is the enrollment fee and re-enrollment fee payable for 2020-2021?**

For returning students, no re-enrollment fee is payable if the complete tuition fee for 2019-2020 has been paid. New students enrolling in our schools will be required to pay a reduced enrolment fee of 5% but there will be no change to the annual tuition fee.

This FAQ will be updated as needed.

