

MINDFOSTER SCHOOL

SCHOOL FEES PAYMENT & REFUND POLICY

Effective for the ____2026/2027____ Academic Session

SCHOOL FEES PAYMENT & REFUND POLICY

1. Purpose

At MindFoster School, we are committed to delivering a world-class educational experience through exceptional teaching, innovative learning, modern facilities, and holistic child development. The timely payment of school fees enables the School to maintain these high standards by ensuring uninterrupted academic programs, quality staffing, technology integration, student welfare services, and continuous improvement of our learning environment.

This policy outlines the approved payment plans, payment procedures, refund guidelines, and financial responsibilities applicable to all parents and guardians.

2. Tuition Payment Options

To accommodate the diverse financial needs of our families while ensuring efficient school operations, MindFoster School offers the following flexible payment plans.

A. Annual Payment Plan

Parents may choose to pay the full tuition fees before the commencement of the academic year.

Benefits

Guaranteed tuition rate for the academic year.

Priority placement for continuing students.

Protection against any approved tuition adjustments during the session.

Simplified financial planning with a single annual payment.

Eligibility for any annual payment incentives approved by the School.

B. Termly Payment Plan

Parents may pay tuition fees at the beginning of each school term.

Benefits

Convenient three-installment payment structure.

Easier budgeting throughout the academic year.

Reduced administrative processing.

Continued access to all academic and student services upon timely payment.

Payment Deadline

Termly fees are due on or before the first day of each academic term.

C. Monthly Payment Plan

Parents who prefer smaller, manageable payments may spread tuition fees over monthly installments.

Benefits

Improved cash-flow management.

Predictable monthly payments.

Automatic payment options where available.

Continuous access to educational services subject to compliance with payment schedules.

Payment Deadline

Monthly installments are payable on or before the first working day of every month.

D. Family (Sibling) Payment Plan

Families with more than one child enrolled at MindFoster School may qualify for approved sibling tuition concessions.

Benefits

Reduced tuition costs for eligible siblings.

Consolidated family billing.

Greater affordability for families investing in quality education for multiple children.

Sibling discounts shall be applied in accordance with the School's approved fee structure.

3. Payment Methods

School fees may be paid through any of the following approved channels:

Bank Transfer

Debit/Credit Card

Mobile Money

Online Payment Portal

Bank Deposit

Parents are advised to retain proof of payment and promptly forward payment confirmations to the School's Finance Office.

Official receipts shall be issued for all confirmed payments.

4. Payment Responsibilities

Parents and guardians are responsible for ensuring that all fees are paid on or before the applicable due dates.

The School relies on timely fee payments to meet its commitments, including:

- Staff salaries and benefits
- Educational resources and learning materials
- Technology infrastructure
- Facility maintenance
- Student welfare services
- Safety and security
- Curriculum enhancement
- Co-curricular programmes

5. Late Payment Policy

School fees are expected to be paid promptly according to the selected payment plan.

Where payment is not received by the due date:

- Parents may receive reminders from the Finance Office.
- Administrative charges may be applied where approved by the School.
- Students may temporarily lose access to optional school activities, excursions, clubs, or enrichment programmes.
- Examination participation, report cards, transcripts, and re-enrolment for subsequent terms or sessions may be withheld until outstanding balances are settled.
- Continued non-payment may result in suspension of attendance until acceptable payment arrangements have been made.

Parents experiencing temporary financial hardship are encouraged to contact the Finance Office before payment deadlines. The School may, at its sole discretion, consider structured payment arrangements in deserving cases.

6. Withdrawal of a Student

Parents intending to withdraw a student from MindFoster School are required to provide written notice to the School Administration.

The notice should clearly state:

- Student's full name
- Class
- Proposed withdrawal date
- Reason for withdrawal

Withdrawal shall only become effective after completion of all required clearance procedures.

7. Refund Policy

MindFoster School is committed to fairness, transparency, and accountability in all financial matters. As a premium educational institution, substantial financial commitments are made well in advance of each academic term to recruit highly qualified staff, procure educational resources, maintain facilities, invest in technology, and deliver exceptional learning experiences.

For this reason, all refund requests shall be considered in accordance with the provisions below.

7.1 Non-Refundable Fees

The following payments are strictly non-refundable under all circumstances:

- Application Fee
- Entrance Examination Fee
- ICT/Technology Fee
- Uniforms already supplied

These payments represent administrative and operational costs already incurred by the School in preparing for the student's admission and education.

7.2 Tuition Fee Refund Before School Resumes

Where written notice of withdrawal is received at least thirty (30) calendar days before the commencement of the academic year or term, the School may approve a refund of tuition fees after deducting:

- All non-refundable fees;
- Administrative processing costs;
- Any expenses already incurred on behalf of the student.

7.3 Tuition Fee Refund After School Resumes

Once the academic term has commenced, the School immediately commits significant resources toward the education of every enrolled learner.

These commitments include:

- Teacher remuneration
- Classroom allocation
- Learning materials
- Technology subscriptions
- Student support services

Utilities

Academic planning

Accordingly:

Withdrawal during the first two weeks of the term may qualify for a partial tuition refund after applicable deductions.

Withdrawals made after the second week of the academic term shall ordinarily not qualify for any tuition refund.

Any approved refund shall be calculated after deducting the value of educational services already provided together with applicable administrative costs.

7.4 School-Initiated Withdrawal

Where a student's withdrawal is initiated by the School for reasons unrelated to fee default or disciplinary misconduct, any tuition refund shall be determined on a pro-rata basis after deducting charges for services already rendered.

7.5 Outstanding Financial Obligations

No refund shall be processed where there are outstanding financial obligations owed to the School.

Any approved refund shall first be applied toward:

Outstanding tuition balances

Damage charges

Library obligations

Unreturned school property

Any other unpaid financial commitments

Only the remaining balance, where applicable, shall be refunded.

7.6 Refund Request Procedure

All refund requests must:

Be submitted in writing by the parent or legal guardian.

State the reason for withdrawal.

Include supporting documentation where applicable.

Include valid bank account details for payment processing.

The School reserves the right to request additional documentation before processing any refund.

7.7 Refund Processing Timeline

Approved refunds shall ordinarily be processed within 30–45 working days following:

Completion of the student's official withdrawal process;
Clearance from all relevant departments; and
Approval by the School's Finance Department.

7.8 Exceptional Circumstances

The School recognises that exceptional situations may occasionally arise.

Requests arising from circumstances such as:

Serious medical conditions;
Permanent relocation;
Death of a parent or guardian;
Other exceptional hardships;

may be reviewed compassionately upon submission of satisfactory supporting evidence.

Any concession granted under exceptional circumstances shall remain entirely at the discretion of the School Management and shall not constitute a precedent for future cases.

8. Communication

Parents are encouraged to communicate promptly with the Finance Office regarding any concerns relating to fee payments, payment schedules, or financial difficulties.

Open communication enables the School to explore appropriate solutions while maintaining the quality of educational services.

9. Policy Review

MindFoster School reserves the right to amend this Payment and Refund Policy from time to time in response to operational requirements, regulatory changes, or institutional developments.

Parents and guardians shall be notified of any material amendments.

Acknowledgement

By enrolling a student at MindFoster School, parents and guardians acknowledge that they have read, understood, and agreed to comply with the provisions of this School Fees Payment and Refund Policy.

The School is committed to administering this policy fairly, consistently, and transparently in the best interests of all members of the MindFoster School community.

Approved by: __Ezra Nyamamba Onwong'a__
School Proprietor/Board Chair: __Proprietor__

Effective Date: _1st Sept 2026__

Review Date: __1st Sept 2027__

MindFoster School

"Excellence Without Borders."