



Hummingbird Early Learning Centre

Tuition Fees and Refunds Policy

PURPOSE

The purpose of this policy is to maintain transparency about Hummingbird's fee payment terms, late payment, outstanding fees, and refunds.

DEFINITIONS

Termination- The action of terminating/stopping something or the fact of being terminated
Deferral – A postponement of an action or event

POLICY STATEMENT

Registration and Registration Fee

Registration is required for all students at the beginning of the academic year, and for all new students joining the nursery during the academic year.

If special needs are noted, you will also require an interview with the Centre Manager and additional medical paperwork may need to be completed.

A one-time registration fee of AED 1,200 is payable with your first invoice. This registration fee is non-refundable once a place is offered.

All registration forms and initial fees including the registration fee are due in full 4 weeks prior to your child's first day in class or as soon as a place is offered. We accept cash, credit card, bank transfer, or cheques payable to Hummingbird. A place will not be secured until the above has been received.

Offered Plans

Parents have the option to register their children under a termly plan or a monthly plan and should select this option at the time of registration.

Monthly Plan:

The monthly plan can include 5 days a week or 3 days a week package.

The monthly plan requires a commitment for a minimum of 3 consecutive months, however, payment can be done monthly.

Plan can be upgraded at any time with no penalty.

Termly Plan:

Payment for a term plan must be settled in one current payment with the first invoice.

**Yearly Plan:**

Payment for a yearly plan must be settled in one current payment with the first invoice.

Extended AM and PM care:

Can only be paid on a term basis

Schedule of Fees

The Schedule of Fees for any given package is available at the centre as well as online at hummingbird.ae

Fees payments (monthly, termly, yearly) are due prior to the start of classes. Any payment not received by the 5th day after the start of classes will incur AED 300 late payment fee.

Additional Fees

Additional fees apply for additional care requirements such as extra days, camps, extra activities, etc. which are not part of your child registered plan and are calculated on a daily/weekly basis as per your booking request. Please discuss with the centre manager for more details.

Late Fees

Pre-booked extended timing beyond your child collection time or being late due to unforeseen circumstances will result in an additional charge of AED 60 for each hour before 6pm.

A late fee of AED 150 will apply for each hour after 6pm, the centre closing time, as this is highly discouraged due to strict operating hours dictated by MOE/ADEK.

Sibling Discount

Where parents have more than one child enrolled and attending the centre, a 40% fee reduction is offered on the fees for the second and subsequent children. The Sibling Discount can only be availed whilst the children are both attending the centre and cannot be combined with any other discounts/promotions. The Sibling Discount is not applicable to any extra programs, extra sessions, camps, or additional hours.

Corporate Debentures/Discount

Certain companies have opted to work with Hummingbird on a preferred basis and may be eligible for discounts/ promotional rates and/or extra services. Ask your Company Human Resources head to contact Hummingbird to find out details of the programs on offer. You can get information from the Centre Manager on our current affiliations/ offers.

Absence

Fees remain payable for periods of sickness as the child's place is secured, and staff and associated costs continue to accumulate and are met by the centre. No discount or refund is



applicable for children who are absent due to sickness or leave before the end of their contract.

Invoice preparation

Invoices for all services or changes to programs are sent to parents as and when the requests are approved by Hummingbird and are due immediately.

No invoices should remain outstanding for more than 5 days. Hummingbird reserves the right to impose penalties, fees and interest charges for any invoices outstanding for more than 5 days and any collection payment will need to first offset these before affecting the principal amounts due.

Deferral Policy

Delayed entry for the academic program will be reflected in the prorated fees only after half term, not before. Delayed entry must be agreed in writing prior to the enrolled start date.

Leave taken on Monthly package

In case a child is to take any leave during the term, parents would need to provide a written notice to the centre 14 days in advance of the child's leave.

The leave period, up to 4 weeks, will be charged at 50% normal fee to maintain your child's place at the centre.

Any leave exceeding 4 weeks in any calendar year (inclusive of any UAE public holidays) will be charged at the full rate.

Leave taken on Termly and Yearly package

There is no refund or discount on the Termly and Yearly packages.

Withdrawal of Your Child's Enrolment

A minimum of one calendar month's notice must be given to us in writing when terminating your child's registration. Fee refund is not applicable. If parents decide to terminate the contract, especially termly, for emergency reasons, due to sickness or some other circumstances, approval for the refund is subject to higher management.

Fees refund

Bearing in mind the current situation and the effects the pandemic is currently having on the education sector, with every effort that will be made to ensure that the nursery remains operational, guided by Ministry entities, we made the decision that until further notice there will be a no refund policy in place, on any, monthly, termly or yearly fees.

Non-Payment of Fees/Contract Termination

All fees are due at least 4 weeks before the first day of the upcoming term. If the payment of any fees is outstanding for more than 5 days after the start of term this will result in the termination of your childcare contract and the loss of your childcare place along with forfeiture of any payments made. Upon termination of this contract, the child shall not be permitted entry to the center. This shall be regarded as a formal demand for all outstanding



monies, and we will issue a final invoice and pass this to a debt collection agency for a full recovery. In addition, you will be liable for all associated debt collection fees and court costs.

IMPLEMENTATION DOCUMENTS

Please refer to the following documents to ensure the effective implementation of the policy:

- Registration Form

Parents signature:

Date:
