

SIA "EXUPERY"

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No. 2-sia

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REFUND POLICY

1. Capital fee

Capital fee is non-refundable

2. Enrollment fee

Enrollment fee shall be paid in full and shall be non-refundable except for new clients of the Preschool enrolled for the summertime. Proportional calculation of used months will be made then and is subject to Preschool Management decision.

3. Tuition fee

The terms (active quarters) that have already started are not refunded, the rest quarters are not invoiced. The advance tuition fee payments for the terms that haven't started yet are refunded in full.

The client shall notify the EIS Administration of the contract termination intention in writing at least 30 days in advance. Tuition fee must be paid for these 30 days (from the application date) or till the end of the active service period. Refunds are applicable only if pre-paid by the client at an earlier stage. No refunds are envisaged for the current active service period for Tuition part. For example, if contract is terminated in late November, there will be no refund for Tuition fee period: November - December and it should be paid by the Client in full.

4. Lunch fee

Absent justified days - refunds only for lunch part.

The refunds for food are available and effected only based on the following preconditions: based on the justified absence documentation, calculated against actual absent days confirmed by the EIS Administration and only if clearly marked as food on invoices.

The cost for food is invoiced in advance, based on the preferred payment schedule as agreed at the beginning of the school year.

PRESCHOOL:

- 4.1. Refund due to illness (Code I in ISAMS; based on the submitted Dr. Statement after return), calculated as total of days per case.
- 4.2. Refund due to family reasons (Code H in ISAMS, based on the submitted Parent Application for planned absence, to be submitted before the absence), calculated as total absent days.

SCHOOL:

- 4.3. Refund only due to illness (Code I in ISAMS; based on the submitted Dr. Statement after return), calculated as total of days per case.
- 4.4. Refund due to family reasons (Code H in ISAMS, based on the Parent Application submitted in advance) – only in case of long absence for min. 1 month or longer, calculated as total of days per case.

Justification documents should be submitted to the Preschool/School Administration. For 'family reasons' ask for the special form to complete.

In case of difference in actual days of absence, Exupery Financial Department will base on the actual facts as confirmed by the absent days administrator. For example, parents submit application for family reasons for 10 days in advance, but child eventually returns to school earlier. If refunded in advance for longer periods in the future, the correction is made in the next possible bill.

In case of contract termination, the Finance Department calculates the balance for absent and used days. In case of overpayment, refund is expected, in case of more used days than paid, additional invoice will be issued.

5. School Bus (paid service, optional)

No refunds expected for school bus programme. It is considered as subscription for a seat in a bus with certain prebooked frequency per half or full season.

6. Short Summer Refunds at the Preschool

The clients enrolled from the beginning of the school year season in question (i.e., from September), may apply for the short summer period till December 31 of the respective year by completing a Short Summer Request Form at the Administration (can be submitted in person or via e-mail: info@exupery.lv; short summer period is considered end of the school season (in June, before national holidays).

The new clients enrolled after the start of the eventual school year, starting from January, may apply for the short summer period, expressing this wish at the admission stage. Later on no discount for short summer will be applied.

Short summer recalculation will be applied in the last possible quarterly invoice.

Short Summer discount for standard Preschool programme are as follows: Tuition fee -950,- euro (1 child); -855,- euro (clients with 10% discount on TF); -807,50 euro (clients with 15% discount).

Short Summer discount for Preschool preparatory programme Baby Class as follows: Tuition fee -679,- euro (1 child); -611,10 euro (clients with 10% discount on TF); -577,15 euro (clients with 15% discount)

In case of longer time in (after national holidays in June, the additional days will be counted per days and added to the total budgeted TF price per SY.

Recalculation for food: as per fact

General disclaimer:

Any recalculation due to contract termination will be effected only based on the submitted Parent Application for contract termination. The Application must be completed by the parent signing the contract/application form; it should provide for the planned last day in the School/Preschool; for the eventual refund reasons, parents may also indicate bank account for refunds (this may belong also to any third person). After registration in the EIS Administration, the Finance Department will make final calculation and in case of eventual overpayment, will inform the family about the expected refunds.

Prices may vary and are due to change due to force majeure, law amendments, inflation, school policy or other justified reasons. Any such amendments shall be duly notified to the clients in due time prior their planned date of effect.

EIS management reserves the right for case-by-case decisions.

Board member

Nataliya Osokina