

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.



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

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	45,604	22,802	22,802	13,680	2,736
KG 1	51,431	25,716	25,716	15,429	3,086
KG 2	51,912	25,956	25,956	15,573	3,115
Grade 1	58,787	29,394	29,394	17,637	3,527
Grade 2	58,787	29,394	29,394	17,637	3,527
Grade 3	58,787	29,394	29,394	17,637	3,527
Grade 4	58,787	29,394	29,394	17,637	3,527
Grade 5	58,787	29,394	29,394	17,637	3,527
Grade 6	68,110	34,055	34,055	20,433	4,087
Grade 7	68,110	34,055	34,055	20,433	4,087
Grade 8	68,110	34,055	34,055	20,433	4,087
Grade 9	75,469	37,735	37,735	22,641	4,528
Grade 10	75,469	37,735	37,735	22,641	4,528
Grade 11	79,955	39,978	39,978	23,987	4,797
Grade 12	79,955	39,978	39,978	23,987	4,797

*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.

