

### **Terms and Conditions for the School Registration**

Dear Parent,

The terms and conditions set out in the registration contract are in line with MOE and school guidelines and can be amended from time-to-time due to modification in ministry's regulations without prior notice.

#### **Admission Department**

1. The submission of the documents including copies of valid passport, visa and emirates ID for both student and sponsor should be submitted by the beginning of every academic year as per the notification you will receive from the Admission Department.
2. Division allocation once done **will not be changed** as per the parent's request.
3. Students with missing required documentation, or students with an outstanding fee balance, will not be able to be reregistered for the next academic year.
4. The school reserves the right to cancel admission and the school will not issue any official letters to the parent, in case of failure to submit the required documents.
5. The school reserves the right to cancel admission in case if a parent or the student are not complying to the rules and regulations.

#### **Accounts Department**

1. Fees are payable in full within the start of academic year at the time of admission. Should a student join the school after the beginning of the school year, Fees will be charged on quarterly basis irrespective of the date of admission/joining. Students should start attending the classes as per the dates provided from the school. Children failing to join during the specified date has to be informed in prior to the start date of the academic year.
2. Quarterly fee payments require to be paid for each term at the time of admission. The payment of the fees to be done as below;

1<sup>st</sup> Term fee to be paid in cash,

1<sup>st</sup> PDC dated:30th June 2022 for 2<sup>nd</sup> Term and 2<sup>nd</sup> PDC dated:15<sup>th</sup> Dec 2022 for 3<sup>rd</sup> Term.

3. **Any discount provided at the time of admission will be revoked if the child discontinues in the middle of current academic session and the parent will be liable to pay full fee without discount.**
4. Fazaa and Esaad card should be presented at the time of admission or re-registration in order to avail the discount. In case card is presented later there will be no eligibility for these cards discounts during the academic year. Discount will be applied as per the validity of the card.
5. Scholarship and discount selected at the time of admission and re-registration will continue for full academic year. Switching between discounts is not allowed during the academic year.

**6. Re Registration** is complete only upon submitting the required documents, passing the placement tests, (signing a Pledge of Support as required), and paying the 1st term fees and submission of PDC.

**7. Re-registration fee is collected to reserve seats till March 31, 2022, if payment is not received as per point 2 before the due date then the seat will be allocated to the next candidate on the waiting list. Seats will be allotted on a first come first serve basis.**

### **Refunds/Cancellation**

- Refunds will be processed as follows and returned to the original payee:
- If a student withdraws prior to the start of the academic year, the balance of the first term/semester fee paid will be refunded.
- Refund will be processed only by cheque. Processing time for the same is within **15 to 20** working days.
- Cancellation – if the child has been registered and is not attending school, parents must clear **the cancellation formalities**. For students who are discontinuing the session, the parents must provide a cancellation request **one month before the given date, otherwise the fee will be charged as per the school policy.**
- Parents who wish to cancel the transportation should provide **one-month prior notice otherwise the fee will be charged as per the school policy**
- The following fees are non-refundable and non-transferrable:
  - a. Reregistration fee (seat reservation)
  - b. Admission fee
  - c. Annual fee (Part of Tuition fee)
  - d. Books fee
  - e. Uniform fee

Tuition fee will be refunded as per the MOE Bylaws (52-8) for Private Education. Therefore, should a student withdraw or depart from school for any reason, the tuition fee refunds will be processed as follows:

- a. If a student attends school for 2 weeks or less, they will be charged one month's tuition fees.
- b. If a student attends school for more than 2 weeks and less than one month, they will be charged 2 months' school fees.
- c. If a student attends school for one month or more, they will be charged 3 months' school fees. (In case of September to December ,4 months' fee will be charged).
- d. Tuition fee will be refunded only after the parent or guardian has submitted the request in writing to the school admission officer. Tuition fee refunds are provided to the original payee.

**8. Fees will not be refunded in case of uninformed leave/absence from the school.** In case of cancellation, fees will be charged to the students for the previous month in case of an uninformed leave/absence from the school.

**9. Administrative fees of AED 100 will be paid for every returned cheque.**

**10. If the parent wants to pay in cash and withdraw the cheque, accounts department should be informed at least 5 working days before the cheque date.**

**11. The uniform is necessary and must be purchased from school.**

**12.** Books are mandatory as per the instructions of Ministry and must be purchased from school.

**13.** The results and report cards will be on hold in case if a parent doesn't clear his/her ward fees. The school will not take re-admission for the next year or will provide TC till the parent clears the pending fees. (MOE By law 52-(4))

### **Non-payment of Fees**

- a. Your ward will be suspended temporarily from attending school
- b. Transport service will be suspended temporarily
- c. The school will withhold the examination results for Primary and the Assessment results for KG students

School will abstain from issuing any Transfer/School leaving certificates.

### **Transportation Department**

1. Parents are required to fill out transport registration form in order to avail school bus service.
2. Parents can visit the school during normal school hours (9:00am to 3pm);
3. Transport shall be provided to the student on a first come first serve basis;
4. The deadline to register for transportation is **March 31, 2022**, thereafter students will be kept on a waiting list even if the fee is paid & seat will be allotted based on its availability.
5. The seat will be confirmed only after receipt of the full-term transportation fee and location confirmation
6. Fee once paid is nonrefundable
7. Quarterly fee payments require to be paid for each term at the time of Registration. The payment of the fees to be done as below:
  - 1<sup>st</sup> Term fee to be paid in cash (April to June),
  - 1<sup>st</sup> PDC dated:30th June 2022 for 2<sup>nd</sup> Term (Sept. to Dec.) and 2<sup>nd</sup> PDC dated:15<sup>th</sup> Dec 2022 for 3<sup>rd</sup> Term. (Jan. to Mar.)
8. Transportation service will be provided to the students who have cleared all dues,
9. Bus seats of fee defaulters will be allocated to next available candidate automatically.
10. Cancellation notice in writing should be given to the school transport department before the start of the term.
11. Transportation will not be cancelled after one month of utilization.
12. The parents should be at the bus stop during bus pick-up and drop-off of the student.
13. If the bus is missed, parent is responsible for their child's transportation.
14. Self-transported students; parents are liable to pick-up and drop-off of their child on time - 7:30 am to 2:15 pm.

15. School strictly refrains early pick-up of their child from the school unless due to an emergency.

16. If the parent does not want to use transportation on a certain day, the parent must communicate this to the transport supervisor and NOT the bus conductor.

17. The school has the right to cancel the transportation of any student who does not respect the rules and regulations inside the bus.

18. The transport fee refunds will be processed as follows:

- a. If a student attends school for 2 weeks or less, they will be charged one month's transport fees.
- b. If a student attends school for more than 2 weeks and less than one month, they will be charged 2 months' transport fees
- c. If a student attends school for one month or more, they will be charged 3 months' transport fees. (In case of September to December ,4 months' fee will be charged).
- d. Transport fee will be Cancelled only after the parent or guardian has submitted the request in writing to the school transport supervisor. Transport fee refunds are provided to the original payee.

19. For any queries you can send an email to Transport Department email ID:

**[transport@cityschool.ae](mailto:transport@cityschool.ae)**

### **Academic Department**

1. Books and uniform are mandatory for all the students.
2. The parent will disclose if his/her ward is a student of determination and he/she will provide all the necessary educational and psychological reports as suggested by the school. If a student special support identification of SEN may have occurred prior or after the enrolment, the concerned parent assumes full responsibility to provide any additional support.
3. Syllabus is as per MOE so cannot be modified for Parent/child.
4. Curriculum Modification – For a child being transferred from British, American or Arabic curriculum, **the parents need to assist the child** to cope with the syllabus and the studies. Additional assistance and guidance needs to be provided to the child at home.
5. Second languages (Hindi, Urdu, Malayalam, Bangla and French) and Arabic for first time learners above Grade 1 – **the basics need to be covered by the parents** so that the child can cope with the current syllabus. For Grade 2 and above, the child shall be enrolled only in the language that he/she studied in his/her previous school which will be determined by their report card. For any alteration, permission of the Principal is necessary at the time of admission.
6. Classes will begin at 7:30 am; students should arrive at school between 7:00 AM -7:30 AM.
7. For the students who use their own transport, school gates will open from Monday to Thursday from 11.40 AM to 12.15 PM for KG, 2.00 PM to 2.15 PM for Grades 1 and 2 and 2.40 PM to 3.15 PM for Grades 3 to 11 and on Fridays from 11:00 AM to 11.30 PM for all grades for departure.
8. The school is not responsible for students before 7:00 am and after 3:15 pm.
9. Prior appointments to meet administrative or teaching staff should be taken.
10. Exam papers are kept only in school. Parents are allowed to review them in coordination with class teachers.

11. In case of absence during final exam, a medical report is required otherwise the exam shall not be repeated and a zero score will be given.

12. Registration with CBSE for Board Exam is mandatory for the students of grades 9,10,11 & 12. Certificated will not be issued to the students who are not registered with CBSE.

13. Social media is not the platform to discuss school problems. This should only be discussed with the administration inside the school. Using the communication means or social media for unlawful or immoral purposes, or in a manner discrediting the educational institution and its staff or others is **a Fourth degree offense (highly grievous offense) and action will be taken according to (Article 8) of Ministerial Resolution No.851 of Year 2018 On Code of Behavior Management for Students in the Education Institution. Parents and/or Students shall not engage the selves in any such act amounting to that propounded by the UAE federal Law No 3 of 1987 Article 372 & 373 UAE Cyber Law Article 20 that respectively refers to defaming entities including persons and institution and offence of insulting entities using a computer network or any other electronic means .**

14. Implementing the school's policy on attendance and punctuality policy, promoting child's attendance and punctuality and abiding by the timings set by the school for the start and the end of the school day.

Degree of offense	Upon Committing	Reoccurrence		
		First time	Second time	Third time
First-degree (simple offenses)	Verbal warning	Written warning	Deducting half of the mark	Deducting the full mark and instructing the student and his / her guardian to sign an undertaking for not committing this offense again.
	If the aggregate deduction, which is made against the reoccurrence of the first-degree offenses (of one type or more), reaches 10 marks or more; then a case study file shall be opened.			
Second-degree (medium severity offenses)	Written warning	Deducting half of the mark	Deducting the full Mark and Instructing the student and his / her guardian to sign an undertaking for not committing this offense again.	
	If the aggregate deduction, which is made against the reoccurrence of the second-degree offenses (of one type or more), reaches 20 marks or more; then a case study file shall be opened.			
Third-degree (grievous offenses)	Deducting the full Mark	Deducting the full mark and taking the actions prescribed under <b>Article 8.</b>		
Fourth-degree (highly grievous offenses)	Taking the actions prescribed under <b>Article 8.</b>			

**15.** School has a zero-tolerance policy for bullying in all its forms. Bullying is the intentional and deliberate intimidation of another person through emotional, physical, psychological and/or cyber means. Instances of proven and intentional bullying may result in immediate expulsion of the aggressor from the school. The matter will be referred to MOE for ratification.

**Bulling is a third degree offense (grievous offense) and action will be taken according to Article 8 of Ministerial Resolution No. 851 of Year 2018 on Code of Behavior Management for Students in the Education Institution.**

16. Ensuring that school staff is fully aware of any issues that students might have including but not limited to suffering from food allergies or any other form of allergies, behavioral issues, learning issues, etc.
17. Supporting the Homework policy.

**Ministerial Resolution No.851**  
**On Code of Behavior Management for Students in the Education Institution**

**1.Roles and responsibilities of the Guardian:**

- ✓ Submitting a written undertaking to the school, wherein they shall acknowledge that they familiarized themselves with the code of the Students' Behavior management, and that they shall comply therewith and shall act accordingly, as the **Form No.1.**
- ✓ Motivating, encouraging and promoting the positive behavior and working on reducing the behavioral problems of their child.
- ✓ Instilling self-discipline inside their children mind and always reminding them of their religious and social values and that they are responsible for the future of their country.
- ✓ Commitment to attend the meetings and the educational and awareness- raising events whenever invited by the school administration to attend such meetings or events.
- ✓ Notifying the school of their child's needs and cooperating with it to solve the behavioral problems from which their child may suffer.
- ✓ Being obligated to pay for repairing or replacing the items damaged or lost because of their child. The value to be paid in this regard shall be determined by the decision of a school committee.
- ✓ Attending meetings, conferences and reviews related to their child's progress and performance. Failure to do so may jeopardize their child's progress and learning experience.
- ✓ Being fully responsible towards the student in accordance with the Law of Child's Right and Protection, as well as the other UAE Laws.
- ✓ If any omission or negligence is proven in the guardian's side towards their child's right in education terms, then the procedures prescribed by the Law of Child's Rights (Wadeema's Law) shall be applied.
- ✓ If the guardian abstains from responding to the school's decisions or from assuming responsibility for the violating behavior of his child, then the matter shall be referred to the concerned bodies through the Legal Affairs Department of the Ministry.
- ✓ Complying with the provisions of the Regulation of Students' Guardians once issued.

- ✓ Parents are full responsibility for the user agreement concerning the usage policy and rules in terms of:
  - ✓ Possessing a computer
  - ✓ Running officially accredited programs for distance learning
- ✓ Refraining from filming or disclosing the live broadcast
- ✓ Being present for guidance during the broadcasting period
- ✓ Secure environment readiness for students in their homes through the following:
  - ✓ Providing an adequate place and providing the Internet
  - ✓ Maintaining the student's overall good appearance during lessons
  - ✓ Supporting and encouraging students to practice distance education by ensuring that they attend and complete all educational activities.
  - ✓ Committing to repair any damage or replace any equipment which has been lost or damaged beyond repair by their child. Value will be determined based on supporting evidence and documents, as well as the committee's decision.
  - ✓ Complying with the school's decision regarding any offences committed by their child. In the event that the parent/guardian refuses to comply with the school's decisions or take responsibility for their child's offence, the matter will be submitted to the competent authorities through legal action.
  - ✓ Following any instructions or guidelines for the Distance Learning Initiative issued by the Ministry of Education.

## **2.Roles and responsibilities of the Student:**

- ✓ To be self-disciplined.
- ✓ To be punctual.
- ✓ To ensure not to deliberately hurt, harass or intimidate someone else
- ✓ Taking educational and behavioral responsibilities and having a positive attitude towards education.
- ✓ Committed to positive behavior and seeking to achieve the criteria of exemplary behavior.
- ✓ Committed to respecting the provisions hereof and acting accordingly as a responsible person.
- ✓ Respect others, and effectively participate in school life in order to establish himself/herself and to develop his/her mental and physical potentials and talents.
- ✓ Keen on representing his/her school meetings on reforming his/her behavior perfectly.
- ✓ To be aware about the others' different characters, and to respect their feelings.
- ✓ Make informed decisions in respect of his/her and surroundings health and safety.
- ✓ Showing an understanding and appreciation to the UAE's culture, traditions and customs and to the cultures of other countries, as well as the Islamic values and their role in the UAE society.
- ✓ Respecting the natural environment in his/her school and avoiding causing harm, thereto rationalizing water and electricity consumption, plants and pets in the school environment.



- ✓ Comply with official times and dates in accordance with the regulations and laws issued by the Distance Learning Initiative.
- ✓ Keep the device completely safe after receiving it. The device is considered the responsibility of the student, who shall bear its cost in full in case of loss, theft, damage or any other reason.
- ✓ Use the computer provided by the Ministry in formal activities and tutorials that are compatible with the Distance Learning Initiative's laws and regulations.
- ✓ Adhere to all rules. Any violations will result in procedures ranging from withdrawing the user's right to log-in or monitoring the use of the service, or terminating his/her use of the service, or both, with retroactive effect.
- ✓ Follow any instructions or guidelines for the Distance Learning Initiative issued by the Ministry of Education.

#### **Written Undertaken by the Guardian**

The general policy of the Code of Behavior of Students states that students, school staff, and guardians have roles and responsibilities that all shall comply in order to ensure personal, cognitive, and social upbringing of the student in a safe and secure environment, through applying this regulation properly.

Based on the above, the student and his/her guardian shall acknowledge that they have been informed of the Code of Students and shall agree to respect its provisions and to comply with all the provisions contained therein.

**Medical Conditions Disclaimer**

Parents are obliged to disclose their child’s medical condition ranging from physical, chronic to mental health. At any given point, in case, if the above is omitted for whatsoever reason, 100% responsibility falls on the parent. It will be at the school’s discretion to keep the student enrolled for the specific term.

Name of guardian	Name of student	Grade
Date:	Date:	
Signature:	Signature:	

I hereby declare that the above terms and conditions are clear and understood and I will strictly adhere to the terms specified and I will contact the School authorities for any concerns and will refrain from going directly to any other authority/platform apart from the school.

Parents are to note that highlighting City School negatively on any Social media platform is Defamation, which is punishable by Law.

It is the responsibility of the school and the parents to secure a safe and healthy environment for the students. In this regard, the school shall issue and implement various health and safety guidelines that parents and students are expected to abide by. In case these are omitted, school shall not be responsible of the consequences.

Name and Signature of the Parent:

Date:



