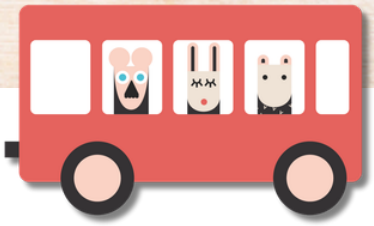


HEI SCHOOLS
SAIGON CENTRAL

REFUND POLICIES

Policy on the Refund of Tuition Fees, Half-Day Boarding Care Fees, and Transportation Fees



UPDATE INFORMATION & APPLICABLE TERMS

1. Revision History: This document was updated for the 3rd time on 05 June 2026 (original release dated 01 December 2023). This update focuses on standardizing terminology to enhance transparency; all core financial regulations and entitlements of the family remain unchanged.
2. Commitment & Consent: HEI Schools consistently upholds transparency in its educational partnership. Parents are kindly requested to carefully review the School's Fee Schedule and Financial Policy applicable to the academic year before making any payment. The Parent's completion of payment in accordance with the Fee Notice constitutes the Parent's confirmation that they have been fully informed of, clearly understand, and consent to the School's entire Fee Schedule, Parent–Student Handbook, and prevailing Financial Policy.

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1. CONDITIONS FOR TUITION FEE REFUND & REFUND AMOUNT

To ensure that students have the best possible learning environment, the School completes the preparation of teachers and facilities well in advance. All such preparations are tied to the number of enrolled students and are fixed for the entire academic year. Accordingly, in order to maintain stable classes, the School applies its tuition-refund policy only when the Parent satisfies both of the following two (02) conditions:

- Tuition has been paid on an Annual or Semester basis, AND:
- The case falls under one of the following circumstances:

A. For children currently enrolled at the School:

Case 1: Serious illness/accident rendering the child unable to continue studying, together with a request to discontinue enrollment.

In the event that the child experiences a health problem making it impossible to continue studying, the child's Last Day of Attendance shall be fixed as fifteen (15) Working Days from the date on which the Admissions Office receives a valid Withdrawal Notice. The Parent is kindly requested to attach a Valid Medical Certification (confirming that the child is medically unfit to continue attending school) so that the School has a basis to complete the withdrawal procedures. The refundable tuition balance shall be calculated based on the unused time, from the Working Day following the Last Day of Attendance.

Case 2: The Parent requests to discontinue enrollment for reasons other than the child's health (Case A.1).

In order to ensure the stability of the classroom environment and to give the child time to psychologically prepare for the transition, the Parent is kindly requested to submit a Withdrawal Notice to the Admissions Office at least forty-five (45) Working Days prior to the child's Last Day of Attendance. If the advance notice given is shorter than required, the Last Day of Attendance (used for settlement) shall be fixed as forty-five (45) Working Days from the date of receipt of a valid Withdraal Notice.

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In all cases, if the student's Last Day of Attendance falls within the period of the following Term, tuition shall be charged in full through the last day of that Term.

B. For children who have not yet started studying at the School:

Refundable Tuition	Refund Conditions
40% of the tuition fees paid	The Withdrawal Notice is sent to the School **within thirty (30) Working Days** before the child's scheduled start date (i.e., thirty (30) Working Days or fewer before the start date).
70% of the tuition fees paid	The Withdrawal Notice is sent to the School **more than thirty (30) Working Days** before the child's scheduled start date.

C. Other cases:

1. In the event of force majeure:

With respect to force majeure events as defined under the laws of Vietnam (natural disasters, epidemics, fire), the policy on tuition-fee deferral or refund shall be issued by the School and communicated in detail to the Parent based on the actual circumstances and the directives of the competent State authorities at that time.

2. In the event of changes on the part of the School:

If the School is compelled to change its training plan and is unable to conduct classes as initially committed, the Parent shall be refunded 100% of the tuition fees, half-day boarding care fees, and any other unused service fees (including transportation and meal fees) already paid.

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2. CONDITIONS FOR REFUND OF MEAL FEES

Meal fees shall be refunded in the following cases:

A. The student is absent with prior notice:

The Parent notifies the School of the child's absence via the "Submit Request" feature on the SanAn Kids application, or by telephone through the Parent Support Department, before 2:00 PM on the preceding Working Day. Notifications received after this deadline shall not qualify for a meal-fee refund for the corresponding day.

B. The student discontinues enrollment:

The unused balance of the meal fee shall be settled on a pro-rata basis according to actual unused days, calculated from the Working Day immediately following the student's Last Day of Attendance.

3. CONDITIONS FOR REFUND OF TRANSPORTATION/BUS SERVICE FEES

To ensure that travel routes remain consistently stable and safe for all students on board, seating arrangements are meticulously planned by the School. Transportation fees shall be refunded only in the following cases:

A. The student discontinues enrollment at the School:

The unused balance of the transportation service fee shall be settled on a pro-rata basis according to actual unused days, calculated from the Working Day immediately following the student's Last Day of Attendance. This refund shall be made concurrently with, and in the same cycle as, the tuition fee refund.

B. The student continues enrollment but discontinues use of the transportation service:

The Parent is kindly requested to submit a notice to the Admissions Office at least fifteen (15) Working Days prior to the intended date of service discontinuation.

- The service end date (used as the basis for calculating the refund) shall be fixed as fifteen (15) Working Days from the date on which the School receives a valid notice.
- During this fifteen (15) day advance-notice period, the student remains entitled to continue using the transportation service as normal.

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4. FORM OF REFUND

A. Refund Method:

To simplify procedures and for the family's convenience, refundable fees shall be preferentially offset by the School against the student's next fee-payment installment. In the event that the student discontinues enrollment and no subsequent fee-payment installment arises, the refundable fees shall be remitted by bank transfer.

To ensure security, transparency, and accurate financial reconciliation, the refund shall be transferred only to the account of the individual or organization that made the original payment to the School. In cases where it is necessary to receive the refund through a third party's account, the Parent must provide a Letter of Authorization that has been notarized/legally certified in accordance with the laws of Vietnam. The School shall be exempt from all liability for any risks, incurred transfer fees, or delays arising from the Parent's provision of incorrect account information.

B. Processing Time:

The School shall execute the refund transfer order within fifteen (15) Working Days. This period shall commence only from the date on which the School has received complete and valid account information provided by the Parent, AND after the family has completed all handover procedures and fully settled any other outstanding debts owed to the School.

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5. DEFINITIONS

For the purpose of ensuring fairness and consistency during implementation, the following terms shall be construed as follows:

Working Day: Means the days from Monday to Friday each week, EXCLUDING Saturdays, Sundays, public holidays / Tết holidays as prescribed by the State, and the school-year holidays specified in the School Calendar issued by HEI Schools.

Term: Means a period of study within the academic year, the specific start and end dates of which are prescribed in the School Calendar issued by HEI Schools at the beginning of each year. One (1) academic year at HEI Schools shall comprise four (4) Terms.

Semester: Means a fee-payment period as prescribed in the School Calendar. One (1) academic year at HEI Schools comprises two (2) Semesters, and one (1) Semester comprises two (2) Terms.

Valid Medical Certification: Means an original medical diagnosis document (bearing a signature and an official red seal) issued by a specialist physician at a District-level / City-level / International hospital. The document must clearly confirm the medical condition / injury that renders the child physically or psychologically unfit to continue participating in activities within the school environment.

Withdrawal Notice (Thông Báo Ngưng Học): Means a written notice of discontinuation of study submitted by the Parent to the Admissions Office through the School's designated channel. A notice shall be deemed valid only when it contains complete required information and is confirmed as received by the Admissions Office.

Last Day of Attendance: Means the last date on which the student is entitled to attend school, as determined in accordance with Section 1 of this Policy, and used as the basis for calculating any refund.