



مدرسة السُعد العالمية  
A'soud Global School

# School Fees, Charging and Remissions Policy

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# 1. Introduction

- 1.1** This School Fees, Charging and Remissions Policy outlines to parents and carers the expectations, responsibilities and arrangements for the collection of school fees and other charges at both A'soud Global School, Salalah and Duqm Branches ('AGS' or 'the school'). It provides detailed information on the structure of fees payable, payment deadlines, discount provision, refunds and remissions, penalty fees and other particulars related to school fees.
- 1.2** School fees are a critical form of revenue for the school and prompt payment of all fees is the responsibility of all parents and carers of AGS students.
- 1.3** School fees and other charges collected at AGS are essential to providing and maintaining a high quality of education for students and to ensuring the school's capacity to implement its short- and long-term educational goals, and annual school development plans.
- 1.4** School fees are used for the following purposes:
- providing well-qualified and high-quality international teachers;
  - providing educational books, resources, facilities and equipment;
  - ensuring quality administrative support and ground staff;
  - maintaining buildings, grounds and other facilities;
  - enabling new capital projects to enhance educational provision.

# 2. School Fees Structure and Payment Schedule

- 2.1** The AGS school fees structure comprises three individual parts:
- Registration fee
  - Acceptance fee
  - Tuition fees
- 2.2** Registration fee
- This fee is payable for every prospective student at the time of registration in order to begin the process of securing a child a place at AGS.
  - This fee is non-refundable, non-transferable and non-negotiable.
  - This fee is fixed at 50 OMR for the 2024-2025 academic year.

### 2.3 Acceptance fee

- This fee is payable for every newly-accepted student at the time of returning the formal acceptance offer letter (which must be signed and returned within 7 days of the offer being made) to guarantee a child's place at AGS.
- This fee is non-refundable, non-transferable and non-negotiable.
- This fee is fixed at 150 OMR for the 2024-2025 academic year.

### 2.4 Tuition fees

- Tuition fees are the central form of revenue that enables the school to deliver its curriculum and educational outcomes during the standard school day only, the timings of which are found below:

Year (Grade)	School Start Time	School End Time
KG 1 and KG 2	8.00am*	1.00pm
Year 1 to Year 10	7.30am	2.15pm

\* Children in KG 1 and KG 2 may arrive at 7.30am and will be supervised by our school nannies

- Tuition fees may be paid on a full-year (1 payment) , termly (3 payments) or, in agreement with school leadership, monthly (10 payments) basis.
- Parents and carers should indicate their preferred choice of payment option to the Accounts Office at the time of registration.
- Parents and carers may change their preferred choice of payment option only after making a request in writing to the Accounts Office and receiving approval from school leadership.
- All tuition fees must be paid in advance regardless of the payment option agreed (see 2.6 below for the 2024-2025 academic year payment schedule).
- Parents and carers are required to sign a direct / auto debit form or provide post-dated cheques in advance of their child(ren) beginning to attend school (with the number of post-dated cheques required being dependent on the agreed payment option).
- Students will not be permitted to attend school until post-dated cheques have been received or the direct / auto debit form has been signed.
- Tuition fees include all textbooks, resources and stationery necessary for the delivery of the school's curriculum only.

### 2.5 Tuition fee amounts for the 2024-2025 academic year can be found on the relevant website of each school, as detailed below:

- **Salalah** - <https://www.agssalalah.edu.om/en/fees>
- **Duqm** - <https://www.agssduqm.edu.om/en/fees>

## 2.6 Tuition fee payment schedule for the academic year 2024-2025:

Payment Option	Invoice Issue Date	Payment Due Date
<b>Full-Year</b> (1 Payment)	Upon request	15th August 2024
<b>Term 1</b> (Payment 1 of 3)	15th July 2024	15th August 2024
<b>Term 2</b> (Payment 2 of 3)	15th November 2024	15th December 2024
<b>Term 3</b> (Payment 3 of 3)	15th Feb 2025	15th March 2025
<b>Monthly***</b> (10 Payments)	1st day of the month preceding the month where payment is due	15th day of the month preceding the month where payment is due

*\* Children in KG 1 and KG 2 may arrive at 7.30am and will be supervised by our school nannies*

## 2.7 Re-enrolment fee

- Parents and carers of existing students are required to pay a re-enrolment fee of OMR 200 should they wish to secure a school place for the following academic year.
- The non-refundable re-enrolment fee should be paid by the final Thursday in May each academic year.
- The value of the re-enrolment fee will be deducted from the first payment of the next academic year's fees irrespective of payment option (full-year, termly or monthly).
- Please note that a student's place in the next academic year cannot be guaranteed until the re-enrolment fee has been received; the school reserves the right to make an existing student's place available for prospective new students, if the re-enrolment fee has not been received by the final Thursday in May each academic year.

## 2.8 Mid-year admissions fees

- AGS welcomes admissions throughout the academic year and adjusts its fees for the relevant academic year according to the point at which a mid-year admission occurs, and in line with the tuition fees detailed above (see 2.5).
- For mid-year admissions, registration and acceptance fees must be paid in full in all cases and are non-refundable, non-transferable and non-negotiable.

# 3. Additional Charges and Services

## 3.1 School uniform

- AGS expects its students to wear the correct school uniform, detailed in the school's uniform guidelines, at all times.
- School uniform is available through our approved uniform stockist only, please refer to the uniform brochure for details.

### 3.2 School transport

- AGS does not currently provide in-house transportation arrangements for its students, however, transportation services are available directly from a third-party provider, shortlisted and approved by the school.
- AGS has no involvement in the operations of third-party providers, including in the setting of transportation charges or the collection of monies; parents and carers wishing to use this service must liaise directly with the relevant contact(s).

### 3.3 School canteen

- The school operates a cashless canteen lunch and snack service, operated by a third-party provider, with a range of hot and cold food and beverages, available to students through the purchasing of a pre-paid lunch card only.
- Parents should enquire at the canteen at the end of the standard school day if they wish to purchase a pre-paid lunch card for their child.
- Parents and carers are responsible for ensuring their child's lunch card has the necessary credit available for their child to use.
- Cash will not be accepted as payment at the school canteen under any circumstances.

### 3.4 School trips and visits

- AGS places a high value on the benefits of educational trips and visits and sees them as an important part of its students' development academically and socially.
- The school will ensure, at all times, that additional charges for educational trips and visits are kept to a minimum; where additional costs are unavoidable, the school commits to ensure that the costs passed on to parents and carers will only be those that the school itself incurs for the particular educational trip or visit.

### 3.5 Extra-curricular activities

- The majority of extra-curricular activities that take place within the standard school day are available to students free of charge.
- Where there are activities that may require specialist instructors or coaches, or additional equipment that the school does not have access to, parents and carers will be charged at the same rate that the school is charged for those services if they wish their child to access that particular extra-curricular activity.
- Extra-curricular activities taking place outside of the standard school day will be charged either by AGS or an approved third-party provider at a rate appropriate to the activity.
- AGS will endeavour to source the best quality service for the lowest cost at all times.

### 3.6 KG 'Stay and Play' after-school club

- For the convenience of parents and carers, AGS offers an optional 'Stay and Play' after-school club, available to all children in KG 1 and KG 2.
- 'Stay and Play' runs every day from 1.00pm until 2.15pm
- Parents and carers are required to select the days they wish their child to use 'Stay and play' in advance each half term.
- The cost of 'Stay and Play' is 1 OMR per day and will be charged monthly.

### 3.7 Late collection charge

- It is the responsibility of parents and carers to ensure their child is collected on time; being collected late can be distressing for the child concerned and disruptive to those members of staff required to supervise.
- AGS accepts that it is the responsibility of the school to ensure parents and carers are notified of the timings of the standard school day (see 2.4 above) or after-school activity, and when those times are varied for a specific event or date.
- Except in emergency situations (be advised that 'traffic' or 'drivers being late' do not count as emergency situations), where children are not collected from the school within 15 minutes after the school day or after-school activity ending, a charge will be made to the child's parent or carer.
- The school accepts that a variety of emergencies can arise due to unforeseen circumstances and will ensure that the charge is not imposed on a parent or carer where there is a genuine unforeseen emergency. Notification must be given to the school as soon as the situation arises or when collecting the child.
- In cases where a child is not collected within 15 minutes of the end of the school day or after-school activity, a charge of 2.5 OMR will be made to the parent or carer for up to 30 minutes of non-collection and then 2.5 OMR for each 30-minute period that the child is not collected. The parent or carer will be issued with an invoice and expected to pay within the date set on the invoice.
- Failure to pay any late collection charge will be treated in the same way as non-payment of school fees (see 5.4 and 5.5 below).

## 4. Methods of Fee Payment

### 4.1 Post-dated cheques (PDC)

- Parents who choose the monthly or termly payment option must submit 10 PDCs (as applicable) to the school account office according to the payment dates listed in the table above (see 2.6).
- The school will impose a 30 OMR charge for each returned cheque. In these cases, the parent or carer is liable for the full remaining balance plus the charge of the returned cheque(s).

### 4.2 Direct / auto debit

- Parents who do not have a cheque book may choose to sign a direct / auto debit form available at the school account office, allowing the school to debit the monthly fee from the parent's account on the 15th day of the month preceding the due date.
- The school will impose a 30 OMR charge for each failed direct / auto debit transaction. In these cases, the parent or carer is liable for the full remaining balance plus the charge of the failed direct / auto debit transaction.

### 4.3 Bank transfer

- Parents and carers using this method should include their invoice number and child's full name in the transaction, and provide a deposit slip or bank transfer remittance, clearly stating their child's name and class, to the relevant school's accounts office (by hand or email), as detailed below:  
**Salalah** - [accounts@agssalalah.edu.om](mailto:accounts@agssalalah.edu.om)  
**Duqm** - [accounts@agsduqm.edu.om](mailto:accounts@agsduqm.edu.om)

- The school's bank account details are as below:

<b>Account Number</b>	<b>0423 05477138 0025</b>
<b>Bank Address</b>	Bank Muscat, CBD Corporate Branch, Muscat, Sultanate of Oman

#### 4.4 Cash payments

- Cash payments can be made at the school through the Accounts Office.

#### 4.5 Cheques

- Cheques should be made payable to 'A'soud Educational Services Company LLC'.
- It is the responsibility of parents and carers to ensure that school fees are paid by the payment date and that the cheque is honoured.
- The school will only accept post-dated cheques in advance of payment deadlines to avoid any late payment charges.
- In the event of a cheque not being honoured, the school reserves the right to take necessary legal action.
- The school will impose a 30 OMR charge for each returned cheque. In these cases, the parent or carer is liable for the full remaining balance plus the charge of the returned cheque(s).

## 5. Non-Payment of Fees

**5.1** As outlined above (see 1.2), school fees are a critical form of revenue for the school and prompt payment of all fees is the responsibility of all parents and carers of AGS students.

**5.2** Parents and carers not meeting the payment schedule for the relevant payment option of school fees (see 2.6 above) will be subject to the non-payment of fees process, unless prior notice that the schedule will not be met has been received by the school and approved by the Principal.

**5.3** Parents and carers unable to meet the payment schedule for the relevant payment option of school fees must notify the Accounts Office before the payment due date; cases of financial hardship will be assessed on a case-by-case basis.

**5.4** In cases of non-payment of school fees, AGS adopts a clear, consistent and stepped procedure, the details of which are found below:

Step	Issue	Action(s)
1.	Payment of school fees is not received by the relevant payment due date.	<ul style="list-style-type: none"> <li>• 1st reminder notice issued to parent or carer.</li> <li>• Late payment fee of 10 OMR is added to the outstanding fee value.</li> <li>• Payment to be made by the date given on the 1st reminder notice (usually within seven days).</li> </ul>



Step	Issue	Action(s)
2.	Payment of outstanding school fees and late payment fee (10 OMR) is not received by the date given on the 1st reminder notice.	<ul style="list-style-type: none"> <li>• 2nd reminder notice issued to parent or carer.</li> <li>• 2nd late payment fee of 10 OMR is added to the outstanding fee value.</li> <li>• Payment to be made by the date given on the 2nd reminder notice (usually within seven days).</li> </ul>
3.	Payment of outstanding school fees and 2 x late payment fees (20 OMR) is not received by the date given on the 2nd reminder notice.	<ul style="list-style-type: none"> <li>• 3rd and final reminder notice issued to parent or carer.</li> <li>• 3rd late payment fee of 10 OMR is added to the outstanding fee value.</li> <li>• Payment to be made by the date given on the 3rd and final reminder notice (usually within seven days).</li> </ul>
4.	Payment of outstanding school fees and 3 x late payment fees (30 OMR) is not received by the date given on the 3rd reminder notice.	<p>In cases of persistent non-payment of outstanding fees, even after three reminder notices, the school reserves the right to take any or all of the following actions:</p> <ul style="list-style-type: none"> <li>• immediate removal or cancellation of any discount(s) offered;</li> <li>• immediate notification to the Ministry of Education of outstanding fees;</li> <li>• removal of parent or carer access to the school communication and information management system;</li> <li>• removal of parent or carer access to parents' consultation evenings;</li> <li>• removal of access to extra-curricular activities and educational trips and visits for the child(ren) concerned;</li> <li>• withholding of student academic grades and reports;</li> <li>• withholding of student transfer certificates;</li> <li>• withdrawal of the school place for the child(ren) concerned;</li> <li>• legal proceedings to recover all outstanding fees (plus legal costs).</li> </ul>

## 6. Discounts

- 6.1** All discounts offered to students at AGS are solely at the discretion of the Principal and senior management at A'soud Educational Services Company LLC.
- 6.2** Only the Principal is authorized to agree and approve fee discounts at the school; no other colleague within the school, including the school's accountant, may agree or approve fee discounts.
- 6.3** The Principal and senior management at A'soud Educational Services Company LLC retain the exclusive authority to decrease or withdraw discounts (particularly, but not exclusively, in cases of non-payment of school fees (see 5.4 above)) from both current and new students at its discretion, with prior notification to parents and carers.
- 6.4** The decisions of both the Principal and senior management at A'soud Educational Services Company LLC regarding discounts are non-negotiable and final.
- 6.5** Students will not be eligible for more than one category of discount in any given academic year.
- 6.6** Corporate Discount
- This discount is available for all parents and carers employed with corporate organizations with whom AGS has an established discount agreement.
  - Corporate Discount rates will be offered as per the terms of the agreement established between AGS and the given corporate organization.
- 6.7** AGS Partners Discount
- This discount is available for all the parents and carers referred to AGS by any of its partner schools, clinics and other institutions.
  - Referrals must be made on the official letterheaded stationery of the particular partner and must bear the partner's official stamp.
  - Partners Discount rates will be offered as per the terms of the agreement established between AGS and the given partner.

## 7. Remissions and Refunds

- 7.1** In the cases of both existing and new students, the registration and acceptance fees are non-refundable, non-transferable and non-negotiable.

**7.2** Where students leave the school, the refunding or collection of tuition fees will be calculated against termly fees, irrespective of payment option (full-year, termly or monthly) and will be based on the following criteria:

Criteria	Amount Due
Student has been enrolled in school for two weeks or less of any given term	One full month's tuition fees
Student has been enrolled in school for more than two weeks but less than one month of any given term	Two full months' tuition fees
Student has been enrolled in school for more than one month of any given term	Full term's tuition fees

**7.3** Should a refund of tuition fees be due, all tuition fees paid via the cash payments option will be refunded to parents and carers via cheque, in accordance with the criteria detailed above (see 7.2).

**7.4** In cases where a refund of tuition fees is due, parents and carers should submit the original receipt of tuition fees paid in order to process the refund request.

**7.5** Refunds of tuition fees will not be given in cases of casual absence, sickness, holidays, periods of fixed-term exclusion (FTE) for poor behaviour, enforced school closure (for example, due to MoE requirements, inclement weather or power failures) or any other circumstances deemed by school leadership to not be a valid reason for a refund of tuition fees to be given.

**7.6** The school accepts no responsibility for any refund issues arising from optional or outsourced, third-party costs (for example, uniform, transport, canteen provision and extra-curricular activities outsourced to a third-party).

## 8. Agreement

**8.1** This policy will be reviewed annually and may be updated to reflect changes in organizational needs.

**8.2** This policy will be communicated annually to parents and carers in advance of the school academic year to which it applies (or at the time of registration in the case of new admissions) and, by having a child enrolled at the school, AGS considers that parents and carers have read, understood and accept the terms and conditions contained within this policy.

**8.3** Enquiries regarding this policy should be directed to the relevant school's accounts office, open for in-person enquiries Sunday to Thursday from 7.30am until 3.30pm, or by email or phone, as detailed below:

- Salalah - [accounts@agssalalah.edu.om](mailto:accounts@agssalalah.edu.om) or on +968 2332 0592.
- Duqm - [accounts@agsduqm.edu.om](mailto:accounts@agsduqm.edu.om) or on +968 2282 2604.