

Policy Title	Students Refund Policy
Responsible University Office	Accounts Receivables Office
Policy Owner	Senior Director – Accounts Receivables
Pertinent Dates	This policy was revised on October 2021

I. SCOPE OF POLICY

The purpose of this document is to outline policy for the students refund to set tuition refund rules for all students to be published as a guide for both students and departments.

II. REFERENCES

- Disbursement of Federal Financial Aid

III. POLICY STATEMENT

The policy is to specify tuition refund rules for both undergraduate returning students and all graduate students. The policy will explain who is eligible for tuition refunds and under what circumstances.

IV. POLICY STANDARDS AND PROCEDURES FOR STUDENTS REFUND

Principles for the students refund

New graduate students and all returning students are eligible for a tuition refund in accordance with the limitations set forth in the below policy. This policy does not apply to new undergraduate students, as AUC needs to know which new undergraduate students will attend the University in order to admit alternate candidates by the first day of classes. Thus, new undergraduate students are not entitled to refunds. For US Federal Loans refund reference is made to Disbursement of Federal Financial Aid Policy.

https://documents.aucegypt.edu/Docs/about_Policies/Disbursement%20of%20Federal%20Financial%20Aid.pdf

For new graduate and continuing students, a full refund is made only for courses dropped before the end of the late registration period.

Students who drop a course after the deadline for late registration are not entitled to any refund for the course (s) dropped. However, students who withdraw from the university before that time will receive a partial refund. The amount of the partial refund depends on the number of weeks which have elapsed since the beginning of classes. Refunds are made according to the following schedule:

- First week of classes: 100 % tuition refund
- Second week of classes: 80% tuition refund
- Third week of classes: 60 % tuition refund
- Fourth week of classes: 40 % tuition refund
- Fifth week of classes: 20 % tuition refund
- After the end of the fifth week, no refunds will be made

Summer-session students who withdraw one day after registration can be refunded the amount paid. Summer session students who withdraw more than one day after registration will receive a partial refund according to the following schedule:

- By the end of the first week of classes: 75 % of tuition refund.
- By the end of the second week of classes: 50 % of refund.
- After the end of the second week no refunds will be made.

The refund schedule refers to tuition for credit courses, audited courses, and instruction in the Arabic Language Institute and English Language Institute only. Tuition deposits and special charges are not refundable.

Persons authorized to receive refunds:

For amounts exceeding EGP 5,000 or its equivalent in USD, undergraduate student's refunds will be hand-delivered exclusively to the student's parents or a person who has power of attorney from the student's parents. The exception to this is for US Federal loan refunds, which will be delivered to the student or his/her designate. New Student refunds are allowed in very limited cases and must be approved by the Enrollments Office Head.

V. FORMS/INSTRUCTIONS (if applicable)

There are no forms applicable to this policy.

VI. APPENDICES (if applicable)

There are no appendices applicable to this policy.

VII. CONTACT INFORMATION

If you have any questions or concerns relative to either policy or procedures, please call

1. Ms. Amira Gaber – Senior Director – Accounts Receivables, Ext: 2339
or send an e-mail to amira_hg@aucegypt.edu
2. Mr. Mohamed El Sergany – Director - Student Accounting, Ext: 2448
or send an e-mail to msergany@aucegypt.edu