



CRANBRIDGE INTERNATIONAL SCHOOL

PARENT AGREEMENT

TERMS AND CONDITIONS GOVERNING ENROLMENT ADMISSION

In order that your child will fully benefit from our environment, we have laid down certain policies and conditions. All parents/guardians are advised to read the policies and the terms and conditions governing the admission to the “School” and the child’s continued enrolment as student of the School, as set out below.

1. DEFINITIONS

- i Parent: Either parent or legal guardian, jointly and severally bound.
- ii School: Cranbridge International School (CIS), wholly owned by Cranbridge Education Group Sdn. Bhd. (1130496-P).
- iii Head of School: The person delegated by the Board of Governors to lead the School.
- iv Student/Child: The child named in the Application for Admission Form.
- v Application Form: The duly completed and signed Application for Admission Form submitted to the School.

2. APPLICATION AND ADMISSION

- i Parents must complete the Application for Admission Form accurately. Any false or misleading information may result in rejection or termination of enrolment.
- ii The Application Fee is non-transferable and non-refundable. Submission of the Application Fee does not guarantee admission.
- iii The School reserves the right to request references, prior school records, and medical documentation before confirming admission.
- iv Where a waitlist applies, placement will depend on assessment results, age suitability, and availability.
- v A new Application Fee applies if the application is withdrawn, contact is lost, or the parent defers more than once.
- vi The School’s decision on placement and acceptance is final.

3. FEES AND PAYMENT

- i Application Fee and Registration Fee are one-time, non-refundable payments.
- ii Security Deposit is refundable only per the Withdrawal Policy (Clause 4).
- iii Tuition Fees are invoiced by term (Years R–11) or semester (Years 12–13) and must be paid by the first day of the term/semester.
- iv Once a term or semester has commenced, all fees for that period shall be payable in full and shall not be refundable or transferable regardless of the student’s attendance or withdrawal.
- v A 10% surcharge applies to late payments. The School reserves the right to suspend enrolment or withhold results if fees remain unpaid after ten (10) days from term commencement.
- vi Fees are reviewed annually. Updated fee schedules are published on the School’s website. Parents remain fully responsible for payment even if fees are paid by an employer or sponsor.
- vii The School will provide at least one (1) month’s written notice prior to implementing any revisions to the fee schedule.



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- viii Invoices will be sent to the contact details provided in the Application Form. Parents/guardians are responsible for ensuring their contact information remains accurate and updated with the School. In the event of any delay in payment caused by failure to update contact information, the Parent/guardian shall still be liable for the 10% late payment surcharge and any other related penalties.
- ix Discounts (e.g. sibling discounts) apply only to Tuition Fees and may be revoked upon non-payment or withdrawal.
- x Sibling Discount Table:
 - a. 2nd Child - 5%
 - b. 3rd Child - 7%
 - c. 4th Child and beyond - 10%
- xi Sibling is defined as children with at least one natural or adoptive parent in common. Discounts apply only while siblings are concurrently enrolled. Any lapse in payment or withdrawal from one sibling automatically discontinues the discount for the remaining sibling(s) effective the following term.
- xii If a child who is part of a sibling discount arrangement leaves the School or graduates, the discount for the remaining sibling(s) will be recalculated based on the number of siblings currently enrolled at that time. Any change in the number of concurrently enrolled siblings will result in an automatic adjustment of the applicable discount rate for the following term.
- xiii The child enrolled in the highest academic level will receive the lowest discount, while the child in the lowest academic level will receive the highest discount, in accordance with the applicable sibling discount rate.
- xiv All fees paid to the School are non-transferable between students, siblings, or academic terms.

4. WITHDRAWAL AND SECURITY DEPOSIT

- i The Security Deposit may be applied by the School, in full or in part, towards settlement of any outstanding fees, late payment penalties, costs for loss or damage to school property, disciplinary penalties, or any other sums lawfully due to the School under this Agreement. In the event the deposit is used for such purposes, the Parent/Guardian shall immediately top up the Security Deposit to maintain the required balance. Any remaining balance (if applicable) will only be refunded in accordance with the withdrawal policy.
- ii If any portion of the Security Deposit is applied toward settlement of outstanding amounts, the Parent/Guardian must immediately replenish the Security Deposit before the start of the next academic term. Failure to do so may result in suspension or termination of enrolment.
- iii One (1) full academic term's written notice is required for withdrawal. Failure to give sufficient notice results in forfeiture of the deposit.
- iv Notice must specify an exact withdrawal date and cannot be conditional.
- v The Security Deposit cannot be applied toward tuition or other fees.
- vi Refunds will be processed within 3–6 months from the start of the academic term that the notice applies to, not from the date of notice.
- vii Unclaimed refunds after one (1) year are transferred to the School Improvement Fund.
- viii Students absent for 30 consecutive days without written notice will be deemed withdrawn, forfeiting deposit and fees.



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- ix The School shall not be responsible for the safekeeping or return of any personal belongings left on School premises for more than thirty (30) days after a student's withdrawal, expulsion, or graduation

5. PROMOTIONS / DISCOUNTS / WAIVERS

- i Students admitted under promotional rates must complete four (4) full terms of paid enrolment to qualify for Security Deposit refund.
- ii If a student joins midway through a term, that partial term does not count toward the four-term requirement. The count starts from the first full academic term after joining.
- iii Early withdrawal or failure to complete four full terms authorises the School to deduct all previously discounted or waived fees from the deposit.

6. REFUND (Visa & General Policy)

- i Refunds are free of interest and must be claimed within one (1) year of withdrawal, after which they will be transferred to the School Improvement Fund.
- ii Parents of non-Malaysian students must submit all immigration documents on time. Failure to do so constitutes parent-initiated withdrawal and no refund shall be made.
- iii Refunds (pro-rated Tuition Fees and Security Deposit) apply only if:
 - iv 1. All documents are submitted properly and on time;
 - v 2. The Malaysian Immigration Department formally rejects the visa in writing;
 - vi 3. The official rejection letter is provided to the School within 30 days.
- vii Application and Registration Fees are strictly non-refundable.
- viii If a student begins studies while awaiting visa approval and is later rejected, only the Security Deposit is refundable. Term fees remain payable.
- ix The School may verify documents and reject refund requests if parents acted in bad faith.
- x Parents acknowledge that incomplete or delayed submissions invalidate refund eligibility.

7. DISCIPLINE, SUSPENSION, AND TERMINATION

- i The School may suspend or expel any student for misconduct, breach of discipline, or non-payment of fees.
- ii Parents are liable for damages caused by their child's misconduct.
- iii The Head of School may request withdrawal for academic, behavioural, or policy reasons. The decision is final.
- iv Suspended or expelled students are not entitled to any refund for the current term.
- v If a student's enrolment is terminated by the School for disciplinary reasons (including but not limited to serious misconduct, breach of the School's rules, or failure to comply with enrolment conditions), the Security Deposit shall be forfeited in full and no portion of paid tuition fees for the then-current term (or any other fees paid) will be refundable unless required by law.
- vi The School reserves the right to suspend or terminate a student's enrolment if, in the School's reasonable opinion, the conduct of the Parent/Guardian is uncooperative, abusive, or detrimental to the welfare of staff, students, or the School's reputation.



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8. MEDICAL AND EMERGENCY

- i Parents must declare all known medical conditions and provide relevant documentation.
- ii The School may administer first aid or non-prescription medication and refer students for further care if needed.
- iii In emergencies where the parent cannot be contacted, the Head of School is authorised to arrange treatment. Parents indemnify the School for related expenses.
- iv The School may require temporary exclusion during contagious outbreaks.
- v The School is not liable for illness, injury, or loss except for proven negligence.

9. PHOTOGRAPHS AND MEDIA CONSENT

- i The School may photograph or record students for educational or promotional purposes. Parents may opt out in writing.

10. EXTERNAL EXAMINATIONS

- i Students may sit only for subjects listed on official exam registration forms.
- ii The School is not liable for errors caused by incorrect entries from parents or students.
- iii Exam fees are non-refundable after registration.

11. GENERAL TERMS

- i The School may amend terms, policies, or fees with prior written or email notice.
- ii Parents must keep the School informed of contact or visa changes.
- iii Failure to comply may result in suspension or non-renewal of enrolment.
- iv Notices sent by email, post, or hand to the Parent's registered address are deemed delivered.
- v Admission remains subject to Ministry of Education and Immigration regulations.
- vi Parents are responsible for ensuring valid Student Pass or Study Permit throughout enrolment.

12. THIRD PARTY EXCLUSION

- i Only the School and Parent/Guardian are parties to this Agreement. Sponsors or third-party payers have no contractual rights.

13. ALUMNI

- i All graduates or leavers completing at least one full academic term are automatically included in the School Alumni database unless they opt out in writing.

14. COUNSELLING SERVICES

- i Parents consent for their child to receive counselling unless withdrawn in writing. Confidentiality applies except where legally or ethically required to disclose information.



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15. DATA PROTECTION (PDPA)

- i The School complies with the Malaysian Personal Data Protection Act 2010 and uses personal information only for legitimate educational purposes.

16. FORCE MAJEURE

- i The School is not liable for non-performance due to uncontrollable events such as natural disasters, pandemics, or government restrictions. Education may continue via online delivery during such periods.
- ii Where circumstances necessitate that teaching be conducted online or via hybrid mode for health, safety, or regulatory reasons, such delivery shall be deemed to fulfil the School’s educational obligations and shall not entitle the Parent/Guardian to any refund, reduction, or deferment of fees.

17. ACKNOWLEDGEMENT AND AGREEMENT

By signing, Parents confirm they have read, understood, and agreed to these Terms and Conditions. They undertake to comply with all School policies and acknowledge that this document forms a legally binding agreement between the School and Parent(s)/Guardian(s).

Father/Guardian Signature	:	_____	Mother/Guardian Signature	:	_____
Full Name:	:	_____	Full Name:	:	_____
IC/ Passport Number	:	_____	IC/ Passport Number	:	_____
Date:	:	_____	Date:	:	_____