

CRANBRIDGE INTERNATIONAL SCHOOL

PARENT AGREEMENT

TERMS AND CONDITIONS GOVERNING ADMISSION AND ENROLMENT

1. DEFINITIONS

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

2. APPLICATION AND ADMISSION

- **Accuracy of Information:** Parents must complete the Application Form accurately; any false or misleading information may result in the rejection or immediate termination of enrolment.
- **Non-Refundable Fees:** The Application Fee is non-transferable and non-refundable, and its submission does not guarantee admission.
- **Documentation:** The School reserves the right to request references, prior school records, and medical documentation before confirming admission.
- **Waitlists:** Where a waitlist applies, placement depends on assessment results, age suitability, and availability.
- **Re-application:** A new Application Fee applies if an application is withdrawn, contact is lost, or the parent defers admission more than once.
- **Finality:** The School's decision on placement and acceptance is final.

3. FEES, PAYMENT, AND CONTACT RESPONSIBILITY

- **Time of Essence:** Time shall be of the essence in respect of all payment obligations under this Agreement.
- **Invoicing:** 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.
- **Year 11 & Year 13 (Final Examination Years):** Notwithstanding the termly payment schedule, the **full annual tuition fees** for students in Year 11 and Year 13 must be settled in full prior to the student being permitted to sit for any final internal mock examinations or external IGCSE/A-Level examinations.
- **Withholding of Results:** The School will strictly **withhold all official results and certificates**, including but not limited to IGCSE and A-Level results, school transcripts, and

leaving certificates, until all outstanding fees across the **entire family account** are settled in full.

- **Late Payment Penalties:** A 10% surcharge applies to all late payments. If fees remain unpaid after ten (10) days from the term commencement, the student's enrolment shall be **automatically suspended** without further notice.
- **Contact Accuracy & Deemed Delivery:**
 - Parents are solely responsible for ensuring the contact details (specifically the email address) provided on the Application Form are accurate and active.
 - The School's system log showing a sent email to the provided address shall be deemed conclusive proof of delivery.
 - Incorrectly provided email addresses or "spam" filter issues do not constitute a valid reason for the waiver of late payment surcharges.
- **Recovery Costs:** Parents shall be liable for all costs and expenses (including legal fees on a solicitor-client basis) incurred by the School in the recovery of any outstanding sums.
- **Annual Review:** Fees are reviewed annually, and updated schedules are published on the School's website. The School will provide at least one (1) month's written notice prior to implementing revisions.

4. SIBLING DISCOUNTS

Sibling is defined as children with at least one natural or adoptive parent in common. Discounts apply only to Tuition Fees and only while siblings are concurrently enrolled.

Child Tier	Discount Rate
2nd Child	5%
3rd Child	7%
4th Child and beyond	10%

- Any withdrawal or lapse in payment for one sibling automatically discontinues the discount for the remaining sibling(s) effective the following term.
- **Academic Level Rule:** The child in the highest academic level receives the lowest discount, while the child in the lowest academic level receives the highest discount.

5. WITHDRAWAL AND THE "FAMILY" SECURITY DEPOSIT

- **Notice Requirement:** One (1) full academic term's written notice is required for withdrawal. Notice must be received by the School no later than the first day of the student's final term of attendance.
- **Official Communication Channel:** Any notice of withdrawal must be sent exclusively to the school's official email at cranbridgeedugroup@gmail.com. No other forms of notice (including verbal, hand-delivered, or messages to individual

staff members) will be deemed sufficient or legally valid.

- **Notice Finality and Reset:** A notice of withdrawal, once submitted, is final and cannot be conditional. If a notice is retracted or rescinded with the School's express written consent, the notice requirement for any future withdrawal is reset. This requires a new full term's notice from the date of the next formal submission.
- **Forfeiture:** Failure to give the required notice in the manner specified above results in the total forfeiture of the Security Deposit.
- **Official Receipt Requirement:** To apply for a refund of the Security Deposit, the Parent must produce the original official receipt issued by the School at the time of payment. Failure to produce the original official receipt may result in the rejection or significant delay of the refund request.
- **Cross-Sibling Collateralization:** The Security Deposit of any child is held as security for the performance of the Parent's obligations for all children enrolled under the same Parent/Guardian's account. The School reserves the absolute right to apply the Security Deposit of one sibling to settle the outstanding fees, penalties, or damages of any other sibling within the same family group.
- **Replenishment:** 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.
- **Refund Timeline:** Valid refunds are processed within 3–6 months from the start of the academic term that the notice applies to, not from the date the notice was sent. Unclaimed refunds after one (1) year are transferred to the School Improvement Fund.
- **Deemed Withdrawal:** Students absent for thirty (30) consecutive days without written notice to the official school email will be deemed withdrawn, resulting in the forfeiture of the deposit and all paid fees.

6. PROMOTIONAL CLAWBACK MECHANICS

- **Minimum Enrolment Period:** Students admitted under promotional rates or waivers must complete four (4) full terms of paid enrolment to qualify for any Security Deposit refund.
- **Clawback Provision:** If a student is withdrawn for any reason before completing four (4) full terms, the School is authorized to deduct the **full original value** of all promotional benefits from the Security Deposit.
- **Scope of Deductions:** Deductions include, but are not limited to, the value of waived Application Fees, Registration Fees, Tuition Fee discounts, and any other miscellaneous fee waivers granted at registration.
- **No Refund Clause:** If the total value of the discounts to be clawed back equals or exceeds the value of the Security Deposit, the entire Security Deposit shall be forfeited, and no refund shall be given.

7. VISA AND IMMIGRATION

- **Compliance:** Admission remains subject to Ministry of Education and Immigration regulations. Parents are responsible for ensuring a valid Student Pass or Study Permit throughout enrolment.
- **Documentation Failure:** Parents of non-Malaysian students must submit all immigration documents on time. Failure to do so constitutes a parent-initiated withdrawal with no refund.
- **Refund Eligibility:** Pro-rated Tuition and Security Deposit refunds are only considered if all documents were submitted correctly and the Malaysian Immigration Department formally rejects the visa in writing. The official rejection letter must be provided to the School within **30 days from the date of the official rejection**.

8. DISCIPLINE, SUSPENSION, AND TERMINATION

- **School Authority:** The School may suspend or expel a student for misconduct, breach of discipline, or non-payment of fees.
- **Administrative Withdrawal:** The Head of School may request withdrawal for academic, behavioral, or policy reasons; this decision is final.
- **No Refund on Expulsion:** Expelled students are not entitled to any refund for the current term, and the Security Deposit shall be forfeited in full.
- **Parental Conduct:** The School reserves the right to terminate a student's enrolment if the conduct of the Parent is uncooperative, abusive, or detrimental to the School's reputation or staff welfare.

9. MEDICAL AND EMERGENCY

- **Declarations:** Parents must declare all known medical conditions and provide relevant documentation.
- **First Aid:** The School may administer first aid or non-prescription medication and refer students for further care if needed.
- **Emergency Authorization:** If a parent cannot be reached, the Head of School is authorized to arrange medical treatment, and parents shall indemnify the School for all related expenses.
- **Liability:** The School is not liable for illness, injury, or loss.

10. COUNSELLING, MEDIA, AND ALUMNI

- **Counselling:** Parents consent to their child receiving counselling unless withdrawn in writing.
- **Media Consent:** The School may photograph or record students for educational or promotional purposes unless the Parent opts out in writing.
- **Alumni Database:** All graduates or leavers completing at least one full academic term are automatically included in the Alumni database unless they opt out in writing.

11. EXTERNAL EXAMINATIONS

- **Registration Integrity:** Students may sit only for subjects listed on official examination registration forms.
- **Final Deadlines:** All registration deadlines set by the School are final.
- **Late Fee Penalty:** Any registration requests received beyond the set deadline shall be subject to late fees or super late fees, as dictated by the School.
- **Payment Prerequisite:** The School will not proceed with the registration of any student until all associated examination fees and any applicable late penalties are received in full.
- **Non-Liability for Delays:** The School shall not be held liable in the event a student fails to sign up or register for examinations in time due to parental or student delay, or failure to settle fees by the required deadline.
- **Entry Errors:** The School is not liable for errors or omissions caused by incorrect entries or data provided by parents or students.
- **Non-Refundability:** Examination fees are strictly non-refundable once the registration has been processed.

12. GENERAL TERMS AND LEGALITIES

- **Deemed Acceptance of Revisions:** The School may amend terms, policies, or fees with prior written or email notice. Continued enrolment of the student or payment of any subsequent fees shall be deemed as unconditional acceptance of the revised terms.
- **Anti-Poaching Clause:** Parents/Guardians shall not privately employ or engage any current School staff member for services outside of school-sanctioned programs without prior written consent from the Head of School.
- **Third-Party Exclusion:** Only the School and Parent/Guardian are parties to this Agreement; third-party payers or sponsors have no contractual rights.
- **Right of Lien:** The School reserves the right to exercise a lien over all academic transcripts and certificates until all financial obligations across the entire family account are settled in full.
- **Governing Law:** This Agreement is governed by the **laws of Malaysia**, and the parties submit to the exclusive jurisdiction of the Malaysian Courts.

13. FORCE MAJEURE AND ONLINE DELIVERY

- **Non-Liability for Uncontrollable Events:** The School is not liable for any failure or delay in performance due to uncontrollable events, including but not limited to natural disasters, pandemics, or government-imposed restrictions.
- **Continuity of Education:** During such periods, the School may continue to provide education via online delivery.
- **No Fee Compensation:** Where circumstances necessitate that teaching be conducted via online or hybrid mode for health, safety, or regulatory reasons, such delivery shall be deemed to fulfil the School's educational obligations.

- **Financial Finality:** Under no circumstances shall a shift to online or hybrid learning entitle the Parent/Guardian to any refund, reduction, compensation, or deferment of fees.

14. ACKNOWLEDGEMENT AND BINDING SIGNATURE

- **Single Signature Authority:** By signing below, the Parent(s)/Guardian(s) confirm they have read and understood these Terms and Conditions. **The signature of one (1) legal Parent/Guardian at the time of application shall be deemed sufficient and legally binding upon all Parents/Guardians of the Student.**
- **Joint and Several Liability:** All Parents/Guardians, whether signatories or not, remain jointly and severally liable for all financial and contractual obligations under this Agreement.

Father/Guardian Signature

Full Name:

IC/Passport Number:

Date:

Mother/Guardian Signature

Full Name:

IC/Passport Number:

Date: