Payment Policy - Nuanu

Rationale
This policy provides a structured framework that outlines the financial obligations of students and their families toward ProEd Global School Nuanu, including applicable fees/levies and payment processes.

Purpose
To establish a fair, transparent, and sustainable financial framework that supports the educational mission, vision, and operational needs of ProEd Global School while promoting accessibility and inclusivity.

Timing and Acceptance of Payments

1. Payments may only be made after confirmation of waiting list placement or receipt of a formal enrolment offer with a confirmed start date. An invoice must be issued before any payment can be accepted.
2. Payments made more than 6 months before the admissions opening date for a future intake in the Primary Years (Years 1–6), where the application requirements are not yet complete (except for the waiting list deposit), will not be accepted as confirmation of a place.
3. Such payments may only be treated as an expression of interest and do not guarantee or hold a formal place until all requirements are met and an official offer is made.

Types of Fees and Levies

Fees

All fees are listed in Indonesian Rupiah (IDR). Any adjustments will be communicated to families in advance.

- *Enrolment Fee:* A one-time, non-refundable fee is payable when a place for a student is offered and accepted.
- *Re-enrolment Fee:* A one-time, non-refundable fee is payable upon acceptance of an offer of placement for a student. This fee shall apply to any student who has previously withdrawn from the school, or who has been absent for an extended period without valid justification, and subsequently seeks re-enrolment.
- Placement Deposit: When a class has reached full capacity, families may secure a spot on the waiting list by paying a one-time Placement Deposit as follows:
    - Annual fee plan: 10% of the yearly school fee.
    - Termly fee plan: (See fee schedule).
      Note: If the student is subsequently offered and accepts a place, the Placement Deposit will be credited toward the total school fees according to the selected payment plan.
- *Tuition Fee:* The tuition fee covers the core academic programme and the delivery of the school's curriculum by qualified teachers. This includes access to classroom instruction, assessments, academic reporting, and a range of co-curricular and enrichment activities that support students' learning and development. Tuition fees are essential for maintaining high educational standards, investing in quality teaching staff, and providing a supportive and engaging learning environment for all students. The tuition fees vary by campus and year level. Please refer to the campus-specific school fees information that appears on the ProEd website for detailed breakdowns.

Additional Fees

- *Individualised Education Programme (IEP) Fee:* This is a non-refundable fee and is payable annually for students requiring customised learning plans.

- *Integration Aid Fee:* This is a non-refundable annual fee and is payable for students requiring a 1:1 Teacher Assistant.
  English as an Additional Language (EAL) Fee: This is a non-refundable fee and is payable on a termly basis for students requiring English language development support.
- *Bus Service Fee:* This fee covers the cost of providing safe and reliable transportation for students between predetermined pick-up and drop-off points and the school. It includes expenses related to fuel, vehicle maintenance, insurance, and the employment of trained drivers and bus attendants. The Bus Service Fee ensures a convenient and secure commuting option for families, with routes and schedules designed to accommodate the needs of the school community.

Pick-up / Drop-off Location
Umalas Campus
Asta Medical Center
Frestive Pererenan
Greenlot

- *Camp/Excursion Week Fees:* This fee covers the costs associated with the annual Camp/Excursion Week, usually held in Term 4. It includes expenses such as transportation, accommodation, meals, entry fees, activity materials, and supervision. These experiences are designed to enhance classroom learning, foster personal growth, and encourage teamwork, independence, and real-world understanding. This fee does not cover any other excursions or field trips that may take place outside of Camp/Excursion Week.
  Note: Attendance at camps for Year 7 and above is compulsory. If a student is unable to participate due to personal, social, emotional, or physical reasons, this must be discussed directly with the Head of School. Please note that camps incur an additional cost for families, and students may attend one camp per academic year.
  Students also take part in regular excursions, usually once each term. To keep these experiences accessible for all families, the school strives to keep the cost of each day trip affordable.

Levies

- *Development Levy*: The Development Levy contributes to the operational costs of the school, including campus facilities and land lease expenses. An annual, non-refundable Development Levy is payable in advance.
  Note: For students enrolling after Term 1, the levy will be applied on a pro-rata basis, calculated by term.
- *Materials and Resources Levy*: This is a non-refundable fee that is payable annually in advance, and ensures that students have consistent access to high-quality materials without the need for individual purchases during the school year. For students enrolling after Term 1, this fee will be charged in full and will not be applied on a pro-rata basis. This fee covers the cost of essential learning materials, classroom resources, and educational tools provided throughout the academic year. It includes items such as workbooks, stationery, art supplies, printed materials, digital learning platforms, science lab consumables, and other resources used to support daily teaching and learning activities.

Refund Policy

1. **Waiting List Deposit**
   This deposit is refunded only if the school does not offer the student a place within 12 months of the deposit payment date. A written request must be submitted within 30 calendar days after the expiry of the 12-month period.
   This deposit is not refunded when:
   - (i) a place is offered but declined by the family.
   - (ii) no response to an offer is received within the acceptance period.
   - (iii) the student(s) withdraws from the waiting list before an offer is made.
2. **Enrolment Fee & Levies**
   Strictly non-refundable once paid.
3. **Tuition Fees**
   Refunds are based on the invoice due date for each term:

- If the term's invoice due date has passed, no refund is available for that term.
- If the term's invoice due date has not yet passed, the family is eligible for an 80% refund of that term's tuition fee.

  Examples

  1. *Example 1 – Paid for one term (only) in advance:*
     - Term 1 invoice due date: 22 May, 2026
     - Withdrawal notice received: 25 May, 2026
     - Outcome: No refund (invoice due date for Term 1 has passed; no future term payments made).
  2. *Example 2 – Paid for two terms in advance:*
     - Term 1 invoice due date: 22 May, 2026
     - Withdrawal notice received: 25 May, 2026 (Term 1 due date passed; Term 2 due date not yet reached).
     - Outcome:
       - Term 1: 0% refund
       - Term 2: 80% refund
  3. *Example 3 – Paid for three terms in advance:*
     - Term 1 invoice due date: 22 May, 2026
     - Withdrawal notice received: 25 May, 2026.
     - Outcome:
       - Term 1: 0% refund
       - Terms 2 & 3: 80% refund each
  4. *Example 4 – Paid for the entire year in advance:*
     - Term 1 invoice due date: 22 May, 2026
     - Withdrawal notice received: 25 May, 2026.
     - Outcome:
       - Term 1: 0% refund
       - Terms 2, 3 & 4: 80% refund each

4. **School Bus Fees**
   - Termly payments for school transport are non-refundable once the term begins.
   - In the event of mid-term withdrawal or cancellation of service, no refund will be provided unless the seat can be filled by another student.
   - Annual bus fee payments follow the same pro-rata by term refund rule as tuition (unused terms only, minus any annual discount applied).

5. **EAL, IEP, and Integration Aid Fees**
    - These fees are non-refundable once the term has commenced.
    - If a student receiving support withdraws before the start of the term, a refund may be granted upon request, minus a 15% administrative fee.
6. **Exceptional Circumstances**
   Requests for refunds outside of the above must be made in writing and will be reviewed on their merits fairly and impartially. The school's decision in such cases will be final and binding.
7. **Student Expulsion**
   Students in serious breach of ProEd Global School policies may be removed from the school without a refund.
8. **Refund Processing**
   All approved refunds will be processed in Indonesian Rupiah (IDR) to the original payer within 30 business days.

Invoice and Payment Schedule

Term	**Invoice Out**	**Invoice Due**
Term 1	30 April 2026	15 May 2026
Term 2	8 August 2026	21 August 2026
Term 3	2 October 2026	23 October 2026
Term 4	29 January 2027	12 February 2027

1. Families are encouraged to make a full annual payment in advance, which enables the school to plan and deliver its programmes to the highest standard.
2. All invoices must be paid in advance before students can access educational support, unless alternative arrangements have been formally approved by the Head of School.
3. Parents/guardians must adhere to the stated payment deadlines to avoid penalties.
4. Invoices issued outside of the regular termly schedule must be settled within seven (7) days of the invoice date.

Monthly Payment

1. Parents/guardians may apply for a monthly payment plan if they can provide written evidence that:
    - The family has experienced a loss of more than 40% of their monthly income for a consistent period of five (5) months or more, or
    - The family's primary earner has been unemployed for five (5) months or more.
2. The monthly payment plan incurs a one-time surcharge of IDR 10,000,000, which is added to the current annual fees. Additionally, all levies must be paid in the first instalment.
3. While school fees are paid monthly, the total annual tuition fee is divided across the first three terms of the academic year. This means that payments during Terms 1, 2, and 3 will be higher, with no standard tuition payments required in Term 4.
4. Parents/guardians on a monthly plan must continue payments up to and including the term in which they choose to withdraw from the school.
5. If a parent/guardian defaults on a payment or demonstrates inconsistency, the student may be withdrawn from the school by the Head of School.
6. The monthly payments are not eligible for any discounts, except for the sibling discount.

Payment Methods

Payments can be made via:

1. **Bank Transfer**
   Bank Name: Bank Mandiri
   Bank Account Name: Yayasan Proeducation International Center
   Bank Account Number: 1750002598034 (IDR)
   Bank Account Number: 1750002598042 (USD)
   SWIFT Code: BMRIIDJA
2. **QRIS (Quick Response Indonesian Standard)**
   Scan the school's QRIS code to pay directly from any supporting bank or e-wallet application.
3. **Cash and Credit Card**
   Available Monday through Friday before 3:00pm.
   Note that the credit card payment via the school's Electronic Data Capture (EDC) machine incurs a 2% surcharge.

Important Notes

- All payments must be made in Indonesian Rupiah (IDR), unless otherwise specified.
- Parents/guardians are responsible for any bank fees or transaction charges.
- A copy of the transfer slip, including the invoice number and student name(s), should be submitted to the Finance Team upon completion of the transaction.

Late Payment Policy

1. A late payment fee of 2% per month will be charged on any payments not received by the due date.
2. Failure to pay tuition fees within the grace period may result in a temporary suspension of the student from school activities.
3. Continued non-payment may lead to cancellation of enrolment and, if necessary, legal action.

Discounts

1. A 5% discount is offered on tuition fees when the full annual payment is made in advance.
2. Families enrolling a second child are eligible for a 5% discount on that child's tuition fees.
3. A 10% discount is available exclusively at the Nuanu Campus for families who are part of Wooden Fish Village. To qualify, parents/guardians must provide proof of employment.

Withdrawal and Transfer Policy

1. Parents/guardians must provide written notice at least one term in advance if they intend to withdraw or transfer their child.
2. Failure to provide a timely notice of withdrawal may result in additional financial obligations.
3. All outstanding payments must be settled before the withdrawal or transfer process is finalised.
4. Release of Official Documents
   The school will not issue or release any official student documents, including but not limited to report cards, transcripts, certificates of enrolment, certificates of attendance, certificates of completion, transfer letters, recommendation letters, or any other official academic or administrative documents, until all outstanding tuition fees and other financial obligations have been paid in full.

   For withdrawn or transferred students, all outstanding fees must be settled before any official documents are issued or the withdrawal/transfer process is considered complete.

Dispute Resolution

Any disputes or disagreements regarding payments or financial matters will first be addressed through direct communication between the persons responsible for fee payments and the School's Business Manager. If a resolution cannot be reached, the matter will be escalated to the school's senior leadership team for further review and a final decision.

Force Majeure

1. The school shall not be liable for any failure or delay in fulfilling its obligations due to events beyond its control, including but not limited to natural disasters, pandemics, political unrest, or government regulations.
2. In such circumstances, the school reserves the right to adjust its academic calendar, learning format, or financial policies as necessary.

Contact Information

1. For any payment-related inquiries, parents/guardians may contact the school's finance office via email or phone.
2. All official communications regarding tuition and fees will be sent through the school's designated channels.

Data Protection

ProEd Global School Nuanu is committed to protecting the personal and financial information of all families. All data collected as part of the payment process will be handled following the school's data privacy policy.