



**Deutsche Schule Nairobi**  
German School Nairobi

## **SCHOOL FEE INVOICING POLICIES AND PROCEDURES**

**Valid as of 01.10.2025**

## **INTRODUCTION**

This document constitutes the comprehensive and current policy framework regarding school fees at the German School Nairobi. All previous policies, procedures, guidelines, or internal directives related to the topics covered herein are hereby superseded, replaced, or amended as applicable by the provisions of this document.

### **1. School Fee Invoicing Structure**

The German School Nairobi issues invoices for the entire school year based on two invoicing structures to accommodate different financial planning preferences. The school will provide invoicing in two formats: an annual (full year) invoice and semesterly (two invoices split according to the two semesters within the school year).

To support timely planning and clear communication with parents, proforma invoices will be shared by mid-June of every year. The invoices are intended to help parents anticipate their fee obligations before official billing begins on August 01st. Parents will receive a survey to indicate their preferred invoicing structure.

**Survey Date:** By June 5

**Response Deadline:** By June 20

Official invoices will be issued on **August 1<sup>st</sup> of every school year.**

The school does not issue formal invoices for advance payments of school fees. All official invoices are generated within the school year in accordance with the standard billing schedule. Families who wish to make early payments may request proforma invoices for planning purposes; however, these documents are not considered formal invoices. There are no prepayment invoices to be issued within the academic year.

#### **Invoicing Structure:**

##### **Annual Invoice (Full Year Billing)**

- A single invoice covering the full year's school fees.
- Issue Date: August 1
- Payment Due Date: August 31

##### **Semesterly Invoice**

Invoices split into two equal installments over the academic year:

- **Semester I Invoice:** Issued August 1, Due by August 31
- **Semester II Invoice:** Issued February 1, Due by February 28

### **2. Alternative Payment Arrangements**

In cases where further or customized payment plans are requested by parents, the proposed plans are subject to approval by the School Board. Requests for alternative payment plans will be reviewed on a case-by-case basis. Once a payment plan is approved, parents must adhere strictly to the agreed terms.

Customized payment structures must be indicated during the designated surveying period. No requests can be considered after the survey deadline of June 20 each year. Regardless of the request or payment arrangement, all payments must be concluded by the end of May of each school year to allow for orderly financial closing and to guarantee the school's liquidity. Approval is subject to:

1. Previous payment history
2. Record of communication and demonstrated commitment
3. Presentation of current financial circumstances

#### **Consequences of defaulting on the payment plan**

1. Revocation of the agreed payment plan
2. Reversion to standard school payment terms
3. As a last resort, suspension or dismissal of the child/children from school

### **3. Debt Collection Policy**

The school is committed to the responsible management of its finances and will undertake all reasonable measures to recover outstanding debts. Debts will only be written off after exhaustive recovery efforts have been made.

This policy is guided by:

- Internal school financial procedures
- The Kenya Debts (Summary Recovery) Act, 1969

#### **Authority & Recordkeeping**

- All debt write-offs must be approved by the Board.
- A formal debt record will be maintained for at least 10 years.
- Legal consultation will be sought before initiating litigation.

#### **Standard Payment Terms**

- Payment is due within 30 calendar days of invoice issuance.
- School fees are payable in advance.

#### **Debt Monitoring**

The Finance Department is responsible for regular monitoring of outstanding debts.

- Reports will be reviewed periodically by the Head of Administration.
- The Board's Finance Committee will receive regular debt updates and an overall update each December, March, and May of each school year.

### **4. School Fee Debt Collection Procedure**

#### **Step-by-Step Reminder Process**

##### **i) First Reminder (5 working days after due date):**

- Automated no-reply email

- Payment required within 10 working days
- Statement of account and invoices will be shared

**ii) Second Reminder (11 working days after first reminder):**

- Payment required within 7 working days
- Reference to the date of the first reminder included

**iii) Final Reminder (8 working days after second reminder):**

- Sent by Head of Administration
- Final notice before disciplinary action
- Payment required within 5 working days
- Includes statement of account and all previous communication dates
- Failure to pay will result in dismissal from school and withholding of report cards

**iv) Escalation Procedure:**

If payment is not received after the final reminder, parents will be contacted directly. The child/children will be suspended until payment is made. Class teachers, the Head of School and the School Board will be informed. Future credit options may be withdrawn; parents may be required to pay the full year in advance going forward.

**vi) Recovery of Collection Costs**

In cases where the school incurs significant additional costs in debt recovery. The Board reserves the right to recover such costs from the debtor. Debtors will be formally notified in writing. Justification for cost recovery will be documented by the Head of Administration.

**Note:** For families on an individual, customized payment plan approved by the School Board, reminder dates and payment deadlines may differ from the standard schedule. The school reserves the right to adjust the frequency and timing of reminders, as well as the deadlines for payment, depending on the specific terms of the approved plan (e.g., payment cycle or amount).

Likewise, decisions regarding suspension or dismissal due to non-payment will be made in alignment with the agreed-upon payment schedule and may not follow the general timelines applied to standard fee arrangements.

**Bad Debts Policy**

This policy should be read in conjunction with the Kenya Debts (Summary Recovery) Act and the Constitution of the Republic of Kenya. The school takes all reasonable steps to recover unpaid fees. A debt will only be written off when it is deemed truly irrecoverable, following the steps below:

- Formal Demand – A written demand for payment is issued to the parent/guardian.
- Parent Communication – The school makes every effort to engage and communicate with the parent regarding the outstanding debt.
- Legal Action – If the debt remains unpaid, a demand letter is issued by the school's legal representatives.

If these measures fail, the debt may be considered for write-off.

**Write-off Procedure**

A bad debt can only be written off after the following:

- Initial provisioning and subsequent write-off are approved in writing by the School Board.
- The school reserves the right to engage licensed debt collection agencies (Inkassounternehmen) within Kenya or abroad to recover unpaid fees, as long as the debt remains unsettled.
- The school's maximum time limit for pursuing a debt is three (3) years.
- A full record of all write-offs, including justification and board approval, will be kept for a minimum of 10 years.

## **5. School Fee Refund Policy**

All school-related fees including tuition, transportation fees, registration fees, and any other applicable charges are strictly non-refundable once payment has been made, regardless of the reason for withdrawal or non-attendance.

In the event of early de-registration or withdrawal during the academic year, families remain financially responsible for the full annual school fees. Invoicing will be based on the full-year fee structure, and the total amount remains due and payable in accordance with the school's financial policy, regardless of the student's departure date.

In exceptional circumstances where a refund is requested, the case must be formally submitted for review and approval by the School Board. Approval is not guaranteed and will be granted solely at the Board's discretion.

### **Refundable Deposit**

A refundable deposit of EUR 1,000 is payable upon enrollment. This deposit will be reimbursed upon the student's official withdrawal, provided the following conditions are met:

- The student must have completed the formal de-registration process through the school office. To initiate the refund process, families are required to formally de-register their child(ren) through the school office by providing a minimum of six (6) weeks' written notice. This notice period allows sufficient time for administrative processing. Failure to complete the de-registration process in full may result in delays or forfeiture of the refundable deposit.
- Any outstanding balances such as tuition fees, extracurricular activity charges, IT or library fees will be deducted from the refundable deposit.
- Costs incurred due to lost or damaged school property (e.g., textbooks, IT equipment, or other school materials) will also be deducted from the deposit as applicable.
- The refundable deposit is tied strictly to the enrolled student for whom it was paid. It is not transferable between siblings or other students. It cannot be applied as credit towards another student's account or fees.

### **Timeline for Deposit Refunds**

Once the de-registration process is fully completed and verified, the refundable deposit will be processed and reimbursed within **two (2) weeks**.

## **6. School Fees for Guest Students**

A guest student is a temporary enrollee attending the school for a period of 3 to 6 months. Guest students follow a separate fee structure, distinct from the standard school fee framework.

Guest students are not required to pay the deposit fee but are obligated to pay an enrolment fee based on the duration of their studies. Upon completion of their studies, guest students must notify the School and complete the formal de-registration process. This ensures that all outstanding fees are settled, and the student's account is cleared of any pending matters.

Guest student fees must be paid in full in advance; payment plans are not available for guest students.

### **Calculation of School Fees for Guest Students**

Guest fees are calculated based on the current annual tuition fee, divided by 12 to determine a monthly rate. An additional **20% administrative fee** is applied to the monthly amount, and the total is then rounded up.

### **Enrollment Fees**

- For stays **less than 3 months**: €100 per student
- For stays between **3 and 6 months**: €250 per student
- Stays **exceeding 6 months** are **not eligible** for guest fees and will be charged according to the **regular school fee structure**.

## **7. Bus Fee Invoicing**

The school bus service is invoiced in two payment cycles throughout the academic year:

### **Semester Invoicing**

- Semester 1 : August to January
- Semester 2: February to July

### **Bus Zones and Routes**

Bus fees are determined based on your child's designated zone and route. Our transport network currently is divided into three main zones:

- **Bus Zone 1:** Runda, Gigiri, Rosslyn, Horse Shoe, Nyari, New Muthaiga
- **Bus Zone 2:** Lake View, Loresho, Westlands (Donyo-Sabuk, Brookside, Lower Kabete), Parklands, Muthaiga, Fourways, Five Star, Askari Lane, Kitisuru, Kyuna, Spring Valley, Bendera Lane
- **Bus Zone 3:** Lavington, Kileleshwa, Kilimani, Riara-Ngong Road, Yaya, Hurlingham, Hatheru Road, Gitanga Road, Riverside Drive, Raphta Road

### **Sibling Discounts**

A family discount is offered for families with multiple children using the school bus service:

- **Second child:** 10% discount
- **Third child:** 20% discount
- **Fourth child and beyond:** 30% discount

### **One-Way Service**

For families requiring only one-way transportation (either pick up or drop off), the bus fee is set at 60% of the full two-way rate for the relevant zone.

#### **Guidelines for Prorated Bus Fees**

Bus fees are calculated based on the number of days per week the student is scheduled to use the bus service during the semester. If a student uses the bus more than three times per week, this will be considered full-week usage, and the full weekly bus fee will apply.

Students using the service for one to three days per week will be charged a prorated fee based on the actual number of days scheduled, while those using the service for four or five days per week will be billed at the full weekly rate.

The annual and semesterly invoice will reflect the agreed bus schedule at the start of the semester or school year. Any mid-semester or midyear changes must be communicated in writing to the Transport and Finance Office and will be reflected in the next billing cycle.

### **8. Social Fee Reduction Policy**

The Social Reduction initiative, offered by the German School Society, is designed to assist families facing financial difficulties, ensuring that students can continue their education without interruption despite economic hardship. This policy allows parents/guardians who are experiencing sudden and/or short-term financial challenges to apply for a reduction of school fees. The reduction is only applicable for one school year and therefore it is not a recurring reduction that is granted throughout the student's academic journey at the school. However, parents can continuously apply every year despite them receiving the reduction in previous years.

#### **School Fee Discount for Third and Subsequent Children**

The social reduction is available to all self-paying families with a third or subsequent child enrolled at the school. A 20% reduction on the school fees for those children will be granted upon formal request. Families seeking this reduction must submit their request by the end of May each school year for consideration in the following school year. For new enrollments, this discount can be requested at the time of enrollment. This reduction is strictly limited to school fees only.

No additional documentation or proof is required, as eligibility can be verified directly through the school's enrollment system.

#### **Eligible Parties for Social Fee Reduction**

All Primary and Secondary students who are not currently receiving any form of fee reduction or school-sponsored discount, and for whom a third party such as an employer does not cover the school fees, and who have been enrolled for a minimum of one full school year during which school fees were paid in full. Previous enrollment in Kindergarten will be counted toward this requirement.

#### **Ineligible Parties for Fee Reduction**

- Kindergarten and Pre-School Children
- Children of staff members
- Scholarship Students
- Students already receiving a special discount or grant

#### **Eligible Circumstances for Fee Reduction**

Parents/guardians may apply for the Social Reduction if they are facing one or more of the following challenges:

- Economic Hardships: Sudden and/or short-term financial strain that impacts the ability to meet the full fee payment.
- Unemployment or job loss affecting the ability to pay.
- Any unforeseen situation that affects the family's ability to meet financial obligations, subject to review by the Finance Committee.

### **Application Process**

To apply for the Social Reduction, parents/guardians must submit the following documents to the Finance Office via email (please note that no hard copies will be accepted, in adherence to our data protection policies):

- Fee Reduction Application Form
- Proof of Income/Unemployment: Certified 6-month payslips or official proof of unemployment.
- Bank Statements: Certified one-year bank statements (April 2024 – April 2025)
- Additional Supporting Documents: Tax Returns, if self employed (Audited Financial Statements) etc.

The fee reduction is applicable for one academic year only and is not a recurring benefit throughout a student's time at the school. However, parents are welcome to reapply each year, regardless of whether they have received the reduction in previous years.

### **Review Process**

Once the application is submitted, the Finance Team will review the application and supporting documents. An analysis tool will be used to evaluate the family's income level against the amount of reduction they qualify for. After completing the review, the information will be shared with the Head of Administration (HOA) for further evaluation and will then be presented to the Review Committee for final decision-making.

### **Confidentiality and Data Protection**

All personal and financial information provided during the application process will be treated with the highest level of confidentiality and handled in compliance with data protection policies.

### **Committee Involvement in the Decision-Making Process**

The Review Committee plays a critical role in ensuring the fee reduction process is fair, transparent, and aligned with the school's values. The committee's responsibility is to evaluate the submitted applications and make the final decision regarding the fee reductions.

#### **Committee Members and Their Roles:**

- Chair of the Board
- Member of the Parents Committee
- Head of Administration (HOA)
- Leadership or Ethics Staff

### **Decision-Making Process**

The committee will convene to review the applications on a scheduled date. Each member will consider the family's financial situation based on the submitted information, and a discussion will be held, allowing each member to provide input.

### **Criteria for Evaluation**

The committee will evaluate each application based on the following factors:

- **Severity of Financial Hardship:** How significant is the financial difficulty faced by the family?
- **Impact on the Student:** Will the fee reduction ensure that the student can continue their education without disruption?
- **School's Financial Capacity:** Can the school support the fee reduction without affecting its financial health?
- **Equity and Fairness:** Ensuring the process remains fair and transparent for all applicants.

### **Outcome of the Decision**

Once the committee has decided:

- **Approved Reduction:** The committee will determine the amount of the fee reduction, which may range from partial to a maximum of 50%, depending on the family's financial situation.
- **Denied Reduction:** If the application is not approved, the Finance Team will formally notify the family of the decision.

The Social Reduction policy reflects the school's commitment to inclusivity and compassion, supporting families in need during difficult times. The involvement of the committee ensures that this process remains transparent, fair, and aligned with the school's mission and financial health. This initiative helps ensure that every student, regardless of their family's financial situation, continues to receive quality education. **However, parents should not view this arrangement as a long-term solution or misuse the accommodation, as it is intended to provide short-term support during genuine financial hardship.** An email outlining the opportunity to apply, along with full eligibility criteria and application details, will be shared at the beginning of May each school year. Applications submitted will apply only to the following academic year.

### **Disclaimer on Fee Reductions**

School fee reduction are strictly limited to school fees only and will be taken into consideration during the application review process. It is important to note that fee reductions do not apply to deposits, membership fees, extracurricular activity fees, or any other non-tuition related or one-time charges.

### **Disclaimer on School Fee Changes**

All school fees are subject to periodic review and may change. Any adjustments will be reflected in the annual school fee structure, which outlines all applicable charges related to the academic program and student enrollment. The school reserves the right to amend fees as necessary. Families are encouraged to review the updated fee structure each academic year to stay informed of any revisions.

## **9. Student Enrollment Deferral Policy**

Families who wish to defer their child's enrollment for one academic year while securing a guaranteed place for the following year may do so by submitting a formal request and paying a non-

refundable deferral fee equal to 10% of the annual school fees per child. The deferral request must be submitted at least six weeks prior to the start of the academic year being deferred. This deferral option is valid for one academic year only.

## **10. Policy on Additional Support and Assistance Needs**

The German School Nairobi is committed to providing the best possible support for children with diverse learning and developmental needs. In cases where a child's individual support requirements exceed the personnel and professional resources available within the regular school framework (e.g. assignment of an individual integration assistant, additional remedial lessons, or therapeutic measures such as speech therapy, occupational therapy, or psychological counseling), the additional costs incurred must be borne separately by the parents.

Separate agreements will be concluded between the parents and the school and/or the respective service providers for these services. The amount of such costs will be determined on a case-by-case basis and set out in writing.

If no corresponding agreement is reached, or if the financing of the required support cannot be secured, the school may refuse admission or continuation of the child's attendance, as the necessary resources cannot be provided by the school. This decision will be taken by the principal together with the responsible pedagogical leadership.

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## **11. Capital Levy Fees Policy as of 2026/2027 School Year**

### **Purpose of the Capital Levy Fee**

The Capital Levy Fee is introduced to help fund the long-term development, maintenance, and improvement of the school's infrastructure and facilities.

The capital levy fee is a one-time fee applicable for new students enrolling in the school for the 2025/2026 school year. The fee is due at the time of enrollment and will be clearly outlined in the student's admission contract. The school reserves the right to adjust the capital levy fee structure for future years, based on ongoing infrastructure requirements and school development plans.

### **Capital Levy Fee Structure**

The capital levy fee is applicable to all new enrollments for the 2026/2027 school year and will be charged as follows:

- **Primary & Secondary School:**
  - 1st Child: EUR 3000
  - 2nd and Subsequent Child/Children: EUR 1500
- **Kindergarten and Pre-School:**
  - EUR 1500 per child

**Note:** The Capital Levy Fee will not be charged again if a child transitions from Kindergarten or Preschool to the Primary School.

### **Rationale for the Capital Levy Fee**

1. **Facility Development & Maintenance:** The capital levy helps finance critical improvements to the school's infrastructure, including classrooms, sports facilities, libraries, and technology resources, ensuring the school remains at the forefront of educational standards.
2. **Sustainability of Long-term Projects:** It provides a steady funding stream for long-term school projects, such as building expansion, modernization, and environmental sustainability initiatives.
3. **Equitable Contribution:** The fee structure ensures that all families contribute to the growth and development of the school, with a tiered approach for multiple children, making it fair and reasonable.