

Terms and Conditions

Applicable for students opting for courses under Regular Classroom program where admission is done on or after 1 December 2024

Definitions:

- i. The AESL – Aakash Educational Services Limited [AESL] or its successors including its subsidiaries, holdings, Branches, Information Centres and franchisee.
- ii. The student - Student enrolled with the AESL.
- iii. Parent- All biological parents and also, any person who is not a biological parent but has parental responsibility for the student irrespective of the relationship with the student.
- iv. Guardian- Person who has been appointed by the Court of Law to take care of a minor student personally and / or manage the student's day-to-day affairs or a local guardian as appointed or authorised by the Parent.
- v. Agent- Any person duly authorized as an agent in writing by the Parent or guardian.
- vi. Branch - Branches owned and controlled by Aakash Educational Services Limited [AESL] or its successors.
- vii. Centre - Centres owned and controlled by franchisees of Aakash Educational Services Limited.
- viii. Appropriate Branch / Centre - Appropriate Branch / Centre concerning each student shall mean the Branch / Centre opted by or allotted to the student.

Admission and Procedure:

To enrol with Aakash Educational Services Limited ("AESL"), the student/parent/guardian ("You" or "Your") shall download and fill out the admission form from the link shared by the admission counsellor or obtain the admission form from the nearest AESL branch/centre/ franchisee or obtain the same from the Agent of AESL. The AESL admission form must be filled with true, correct, accurate, and latest information, and signed by the student and parents/guardian, along with all the required supporting documents/checklist*. Incomplete forms will not be considered. It is compulsory to fill all the columns. Kindly attach all the required documents along with the duly filled-in admission forms. If the student/parents/guardian provides any information that is untrue, inaccurate, not current, or incomplete, or AESL has reasonable grounds to suspect that such information is untrue, inaccurate, not current, or incomplete, AESL reserves the right to disqualify/reject admission from the AESL Regular / Hybrid classroom courses ("RCC Course (s)"). If AESL finds any discrepancy/pendency in the admission form as per the set criteria, In that case the services will be put on hold until such discrepancies are resolved by the student/parent/ guardian. It is also compulsory to provide the correct and updated mobile No. & E-mail ID of the student / parent / guardian for any communication from AESL. AESL shall not be held responsible if any information or communication regarding the RCC Course does not reach the student if he/she has not mentioned his/her or parent's / guardian's updated & correct mobile No. / E-mail ID.

Payment of Fees:

The fees can be paid either in lump sum or in instalments at the time of admission. Provided however that in case of payment through E.M.I, the 1st instalment should be paid before the commencement of the class and the remaining instalments, if any are to be paid by eNach (Electronic National Automated Clearing House) through the recognised partner of AESL or by A/C payee Post Dated Local Cheques at the time of admission itself or any other payment method as may be accepted by the AESL.

- a. An additional applicable concession based on AESL management approvals over Tuition Fee Component of long term courses (One/Two/Three/Four Integrated Classroom Courses) shall be granted for payment of a lump sum fee. However, no lump sum concession benefits are available on the registration fee, admission kit and digital access fee, technology fee or examination fee.
- b. All payment of fees for RCC Courses including miscellaneous charges should be paid through any of the below listed payment modes only:
 - Mobile Wallets: For more information on payment through mobile wallets like Paytm, Mobikwik, PayU, etc. Kindly contact the Branch / Centre opted by or allotted to your ward
 - Online payment through Payment Gateway
 - Net banking (RTGS / NEFT) if VAN (Virtual Account Number) is available or, Auto debit through ECS

Note: In case, eNach or Post Dated Cheques are bounced/dishonoured on the day of presentation, the respective concessions will be revoked.

 - Debit / Credit Card
 - Cheque
 - Demand Draft (Hereinafter "DD")
 - For online payment, please visit myAakash App & website (<https://www.aakash.ac.in>, check "Fee and Payment" option)

For successful completion of the admission process, a copy of the deposit slip should be submitted with AESL without fail within 3 days of deposit of course fee with the bank. In the event of failure on the part of the student/parent/guardian/ duly authorized agent to submit a copy of the deposit slip as mentioned above, the un-reconciled amount deposited by the parent/guardian shall be lodged in a suspense account by the AESL for 30 days. If no response is received from the

student/parent/guardian after 30days, AESL will not be responsible for such a reconciled amount.

- c. In case of payment by credit card/debit card/wallets or any other online mode, chargeback shall not be entertained by the bank. Parents need to contact the respective centre or branch for a refund.
- d. Payments shall be accepted at the fee Counters of the appropriate Branch/Centre between 10:00 A.M. - 6:00 P.M. on Weekdays and between 9:00 A.M. - 5:00 P.M. on Sundays.

Please note: The course fees include charges for student kit i.e. study material, uniform, bag etc., and no additional fees is collected for the same.

Library Facility

Where available, Branches / Centres provide access to its Library within their premises to enrolled students. Access to the Library is granted through a Library Card. For issuance of a Library Card ₹ 200/- would be charged. The issuance fee for library cards may be revised at the sole discretion of AESL.

Online Testing Facility

- The Online Tests shall be available on our website: www.aakash.ac.in
- The Instructions for attempting Online Tests shall also be available on our website as per the test schedule.
- A sample of online practice test shall be available on our website: www.aakash.ac.in as mentioned in the schedule for trial and to make students familiar with the online test process.
- Each student on enrolment shall be provided with a Username and Password through SMS.
- The Username and Password provided to the student will automatically expire after completing the course.
- In order to get All India Ranking, the student should attempt the test within 24 hrs. If the student attempts the test after 24 hrs., he / she will not be eligible for ranking.

Please note: 'Online Test' here includes all the tests conducted during the academic session as part of the course.

Facilities not provided by AESL

The AESL does not provide accommodation/hostel facilities/transportation or food facilities for its students. Parents are free to avail of any hostel, food and transport facility as available from a third party at their own risk and liability. AESL does not take any responsibility and liability for the above-mentioned facilities and henceforth shall not be responsible for concerning hostel facilities/ transport or food facilities in any circumstances in any manner whatsoever.

Course/Section Change:

- a. If a student wishes to change Course / Stream (from Medical to Engineering or vice versa) / section, he/she may be allowed to do so with the permission at the sole discretion of the AESL and is subject to the following conditions:
 - Parent / Legal guardian must submit a written application for change of course / stream addressed to the AESL.
 - Applicable fee shall be payable to AESL for stream/course change which will be communicated by the Branch/ Center. Where such change is from a course with higher fee to a course with a lower fee, no refund of the difference in the fee shall be made. However, where the change is from a course with a lower fee to a course with a higher fee, the student shall be liable to pay the difference.
- b. If any student wishes to change from one section/batch to another, he or she may be allowed to do so at the permission and sole discretion of the AESL and is subject to the following conditions:
 - Parent / Legal guardian must submit a written application for change of Section/batch addressed to the AESL. Applicable fee shall be payable to AESL for batch/section change.
 - Such change cannot be claimed and/or demanded as a matter of right and shall be subject to the availability of seats. The decision of the AESL in this regard shall be final and binding. It can be done only once

Transfer Policy:- Steps to Apply for Transfer:

- (I) Submit a written application stating the reason for seeking a transfer.
- (ii) The application should be submitted by the Parent / Legal guardian for transfer of their ward addressed to the AESL.
- (iii) Attach all supporting documents justifying the transfer..

(Parents/Guardian Signature)_____

(Student Signature)_____

A. Transfer of students (Intra-city/ inter-city)

| S.No. | Case | Payment of Fee | | | | | | | | | |
|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------|----|-------------------------------------------------|--------------------------------------------------------------|----|------------------------------------------------------------------------|---------------------------------------------------|--|
| 1. | For Fee paid in Installments | Pay the balance amount in accordance with the fee structure of the transferee Branch / Centre (*As mentioned in Prospectus) as per the payment schedule | | | | | | | | | |
| 2. | For Fee paid in lump sum or instalments • Transfer to Branch / Centre having higher fee than the fee of transferor Branch / Centre | Pay the difference in fee between the two | | | | | | | | | |
| 3. | For Fee paid in lump sum • Transfer to Branch / Centre having lower fee than the fee of transferor Branch / Centre | No refund shall be made with respect to the difference in the amount of fee between the two | | | | | | | | | |
| 4. | Where application for transfer received on the due date of fee installment For Example: In case the due date of the payment of fee is Sept. 4 | Pay the stipulated installment amount at the transferor branch/ centre | | | | | | | | | |
| | <table border="1"> <thead> <tr> <th>S.No.</th><th>Case</th><th>Status</th></tr> </thead> <tbody> <tr> <td>a.</td><td>If a student applies for transfer on August 31.</td><td>Request Considered & Transfer Certificate Issued / Confirmed</td></tr> <tr> <td>b.</td><td>If a student applies for transfer on Sept., 1, 2, 3, 4, or even beyond</td><td>Request shall be Considered after payment of fees</td></tr> </tbody> </table> | S.No. | Case | Status | a. | If a student applies for transfer on August 31. | Request Considered & Transfer Certificate Issued / Confirmed | b. | If a student applies for transfer on Sept., 1, 2, 3, 4, or even beyond | Request shall be Considered after payment of fees | |
| S.No. | Case | Status | | | | | | | | | |
| a. | If a student applies for transfer on August 31. | Request Considered & Transfer Certificate Issued / Confirmed | | | | | | | | | |
| b. | If a student applies for transfer on Sept., 1, 2, 3, 4, or even beyond | Request shall be Considered after payment of fees | | | | | | | | | |

Note:

- Students need to pay the applicable transfer fee to the AESL which will be communicated by the Branch/ Centre.
- At the time of joining the transferee branch/centre, submit the following documents; to the AESL.
 - Residential address proof, where such transfer was sought citing change of residential address or parent/guardians' transfer order.
 - Details of the fee paid at the transferor Branch / Centre duly certified by the In-charge / Head of Accounts Department of the transferor Branch / Centre.
- The Intra-city transfers (i.e., transfer from one Branch / Centre to another Branch / Centre in the same city) are allowed in exceptional under any circumstances whatsoever at the sole discretion of the AESL.
- The number of inter-city transfers permitted for a student is 2. Beyond that the AESL reserves the right to refuse any transfer request to another branch/centre.
- Student needs to pay the full registration, Admission & digital access fee, and 1 st installment to be eligible for inter-branch transfer

B. Transfer of Students from Regular Classroom Courses to Distance Learning Program

| RCC to DLP | | | | | | |
|--------------------------------|--------------------------------------------------------------|-----------------------------------------|----------------------------------------|----------------------------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Fee Components | Before Batch Commencement | Week 1 | Week 2 | Week 3 | Week 4 | Week 5 or later |
| Registration Fee | Waived off, if RCC registration fees is completely paid | | | | | |
| Admission & Digital Access Fee | Adjustable against DLP Course fees, Balance non - refundable | Non-adjustable and non-refundable | | | | |
| Tuition Fee | Adjustable against DLP course fees balance refundable | 100% adjustable against DLP course fees | 90% adjustable against DLP Course fees | 80% adjustable against DLP Course fees | 75% adjustable against DLP Course fees | 75% of (Tuition, Classroom Service, Exam, Technology Fee Paid) OR the Total Amount paid as future Installments on or after the transfer application date, whichever is lower shall be adjustable against DLP Course fees |
| Classroom Service Fee | | | | | | |
| Technology & Exam Fee | | | | | | |

Note:

- For week's calculation: - No. of days' will be counted from the Batch Start Date/ Registration Date, whichever is later, to the submission of the course change application.
- In case of lump sum payment in the classroom (RCC), the residual amount of RCC will be adjusted against the DLP course fee, balance if any, shall be refundable, after the completion of transfer process.
- Student needs to pay the full registration amount in the classroom (RCC) program, to be eligible for transfer from Classroom (RCC) to DLP

- NO CONCESSION of any nature, whatsoever, will be applicable on transfer in courses opted in DLP
- The above fee adjustment is applicable only if the course fee of the opted program is of a value greater than ₹ 10,000/-
- Course Fee to be used for calculating the cost of services will exclude the Registration component & Admission Kit and digital access component as per scenarios and will be as per Prospectus (without any concessions).
- Transfer from Classroom (RCC) to DLP shall be allowed at the sole discretion of the AESL.
- For Loan Case, loan related to the RCC course will have to be foreclosed. Based on the Loan O/S with the Refundable Amount, following scenarios will be relevant
 - If Loan Outstanding amount is greater than the Refund applicable, the Refund amount will be paid to the loan partner directly by AESL and student/ parent needs to pay the difference to the loan partner to foreclose the loan before transfer
 - If Loan Outstanding amount is less than the Refund applicable, current loan O/S to be paid to the loan partner by AESL before transfer and loan is to be foreclosed, difference amount will be paid to the student/ parent after the completion of transfer process

C. Transfer of Students from Regular Classroom Course to Aakash Digital Course

| RCC to AD | | |
|--------------------------------|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Fee Components | Before Batch Commencement | After Batch Commencement |
| Registration Fee | Registration fees for AD Courses is waived off if RCC registration fee is completely paid | |
| Admission & Digital Access Fee | Admission fees for AD Courses waived off, if the RCC admission fee is completely paid | |
| Tuition Fee | Adjusted against AD Course fees, balance refundable after RCC Drop Off | Digital fees to be paid (% of Installment due** on or after transfer application date) X (Aakash AD Tuition, Classroom and Technology fees calculated at RCC Discount), Balance refundable after completion RCC |
| Classroom Service Fee | | |
| Technology & Exam Fee | | |

** in case of lump sum this will be calculated as future instalments that were prepaid

Note:

- In case of lump sum payment in the classroom (RCC), total payment against future installment due dates for classroom course will be adjusted against the Digital installment, balance if any, shall be refundable, after transfer from Classroom.
- Student needs to pay the full registration amount in the classroom (RCC) program, to be eligible for transfer from Classroom (RCC) to Digital (AD)
- Transfer from Classroom (RCC) to Digital shall be allowed at the sole discretion of the AESL.
- For Loan Case, loan related to the RCC course will have to be foreclosed. Based on the Loan O/S with the Refundable Amount, following scenarios will be relevant
 - If Loan Outstanding amount is greater than the Refund applicable, the Refund amount will be paid to the loan partner directly by AESL and student/ parent needs to pay the difference to the loan partner to foreclose the loan before transfer
 - If Loan Outstanding amount is less than the Refund applicable, current loan O/S to be paid to the loan partner by AESL before transfer and loan is to be foreclosed, difference amount will be paid to the student/ parent after the completion of transfer process
- If refinancing is needed for the new (Digital) course, the student/parent needs to apply for a fresh loan and follow the process outlined by the loan service provider.

D. Transfer of Students from Aakash Digital Course to Regular Classroom Course

| AD to RCC | | |
|--------------------------------|---------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| Fee Components | Before Batch Commencement | After Batch Commencement |
| Registration Fee | Amount to be adjusted towards the RCC registration fees, balance (if any) to be paid | |
| Admission & Digital Access Fee | Amount to be adjusted towards the RCC admission and digital access fees, balance to be paid | |
| Tuition Fee | Adjustable against RCC course fees | 100% adjusted less cost of services computed basis pro-rata calculation |
| Classroom Service Fee | | |
| Technology & Exam Fee | | |

(Parents/Guardian Signature)_____

(Student Signature)_____

Note:

- Cost of services availed calculated basis pro-rata calculation: No. of days' services availed from the Batch Joining Date/ Registration Date, whichever is later, to submission of course-change application, to be deducted and balance adjusted against RCC course fee, balance if any, shall be refundable, after transfer from Digital (AD) course.
- Classroom (RCC) balance amount will be calculated as per the fee structure of the transferee branch (*As mentioned in Prospectus)
- Transfer from Aakash Digital to Classroom (RCC) shall be allowed at the sole discretion of the AESL.
- For Loan Case, loan related to the Digital (AD) course will have to be foreclosed. Based on the Loan O/S with the Refundable Amount, following scenarios will be relevant
 - If Loan Outstanding amount is greater than the Refund applicable, the Refund amount will be paid to the loan partner directly by AESL and student/ parent needs to pay the difference to the loan partner to foreclose the loan before transfer
 - If Loan Outstanding amount is less than the Refund applicable, current loan O/S to be paid to the loan partner by AESL before transfer and loan is to be foreclosed, difference amount will be paid to the student/ parent after the completion of transfer process
- If refinancing is needed for the new (RCC) course, the student/parent needs to apply for a fresh loan and follow the process outlined by the loan service provider.
- Any un-adjusted fees in Tuition, Classroom and Technology and Exam fees shall be refundable after the completion of RCC course. Registration, Admission and Digital Access fees are non-refundable in any scenario.

E. Transfer of Students from Distance Learning Program to Aakash Digital Course / Regular Classroom Course

| | |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Registration Fee | Registration Amount adjusted, additional amount to be paid |
| Course Fee | 100% adjustable in Admission & Digital Access Fee of RCC/AD less cost of services in DLP computed basis pro-rata calculation An additional amount of "Admission & Digital Access Fee, Tuition Fee, Classroom Service Fee, Technology & Exam fee" of RCC/AD to be paid by the customer |

Note:

- Cost of services basis pro-rata calculation: No. of days' services availed from the Registration Date to submission of course-change application, to be adjusted against RCC/Digital course fee, balance if any, shall be refundable, after the transfer from DLP.
- Classroom (RCC) or Digital balance amount will be calculated as per the fee structure of the transferee branch (*As mentioned in Prospectus)
- Transfer from DLP to Classroom (RCC) or Digital (AD) shall be allowed at the sole discretion of the AESL.

For details on transfer policy, refer to our transfer policy online at the below link: <https://www.aakash.ac.in/refund-transfer-policy>

F. Transfer of Students from RCC to Phygital Classroom Course and vice versa

| RCC to PCC and vice versa | | |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Fee Components | Before Batch Commencement | After Batch Commencement |
| Registration Fee | Registration fees for PCC/RCC is adjusted toward RCC/PCC Registration fee, Balance (if any) to be paid, Excess (if any) to be carried to adjust under other fee components | |
| Admission & Digital Access Fee | Admission & Digital Access fees for RCC/PCC is adjusted toward PCC/RCC Adm & D fees, Balance (if any) to be paid, Excess (if any) to be carried to adjust under other fee components | Admission & Digital Access fees for RCC/PCC is fully adjusted toward PCC/RCC Adm & D fees, Balance (if any) to be paid. |
| Tuition Fee | Adjusted against PCC/RCC fees, Excess refundable after RCC/PCC Drop Off | RCC/PCC other fees to be paid as : (%of services unutilized X (100- RCC/PCC discount) X (PCC/RCC Tuition, Classroom and Technology fees) Balance (if any) refundable after course completion, as per refund policy |
| Classroom Service Fee | | |
| Technology & Exam Fee | | |

Note: Student needs to pay the full registration and Admission amount in the RCC/PCC program, to be eligible for Drop off from RCC & Enrolment to PCC or vice versa

- % of Services Unutilized: % of (Any unpaid installment plus Installment due on or after the transfer application date) over the Total Installment Amount (in case of lump sum this will be calculated as future installments that were prepaid)
- Drop off from Classroom (RCC) & Enrolment to PCC shall be allowed at the sole discretion of the AESL.
- If refinancing is needed for the new PCC/RCC course, the student/parent needs to apply for a fresh loan and follow the process outlined by the loan service provider.

Refund Policy:-

The AESL works transparently. Our Refund policy ensures that all the refunds are processed fairly. In case, a student expresses his intention of not attending the course, and withdrawing his admission, we would require a refund Application / Grievance Letter from Parent / Guardian (along with the relationship) to be submitted to Branch/ Centre in person stating the reason for seeking a refund. The date of submission of the written application

for refund at the Branch / Centre will be considered for calculation of the refund amount. Parents/ guardians can also request for refund via mail to care@aesl.in. For refund applications via mail, the date of Email will be taken into consideration for calculation of the refund amount. The refund will be processed only in the "Savings Account" and not in any other type of account.

1. Refund Policy For Classroom Courses:

- Registration Fee is NOT refundable under any circumstances whatsoever.
- Admission Fee is NOT refundable if refund applied after the Batch Start Date
- Short Term Classroom Course Fee / Test Series Fee is NOT refundable under any circumstances whatsoever.
- Fee paid towards Admission Cum Scholarship Test (ACST), Aakash National Talent Hunt Exam (ANTHE) & Instant Admission Cum Scholarship Test (iACST) is NOT refundable under any circumstances whatsoever.

| Fee Components | Before Batch Commencement | Week 1 | Week 2 | Week 3 | Week 4 | Week 5 or Later |
|--------------------------------|---------------------------|---------------------------------------------|---------------------------------------------|---------------------------------------------|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Registration Fee | Non-Refundable | | | | | |
| Admission & Digital Access Fee | Non-Refundable | | | | | |
| Tuition Fee | 100% Refundable | 25% of the 1st Installment will be Deducted | 50% of the 1st Installment will be Deducted | 75% of the 1st Installment will be Deducted | 100% of the 1st Installment will be Deducted | Minimum of the below is refundable: 75% of Total Installment payable OR Total Amount paid as the future Instalments, due on or after the refund application date. |
| Technology & Exam Fee | | | | | | |

Note:

- Week-1 will be counted from the date of registration by the student or the date of start of the batch, whichever is later.
- Total course duration is calculated from the Batch start date / Registration date, whichever is later to the Course End date.
- Future Instalment dates will be considered as per the payment schedule shared and will not be as per the Loan EMI date (if any loan taken).
- The discontinued student will retain Digital Access (excluding live class platforms like MS Team, Crystal, etc.) only if the Admission Fee is fully paid and has not been refunded at any point.

2. Refund Policy for Tablet Course or Standalone Tablet:

- In case a Student has opted for a Standalone Tablet, there will be no refund in case of any cancellation of the admission.
- In case a student has opted for the Tablet Course, the Admission Kit Fee shall be refunded as mentioned under the Refund Policy after adjusting the cost of the Product.

3. Key things to be kept in mind for the Calculation of Refund

| S.No. | What will be considered? | What will NOT be considered? |
|-------|----------------------------------------------------------|--------------------------------------------|
| a. | Batch Start Date/ Registration Date, whichever is later | Date when the student attended first class |
| b. | Date of submission of application for withdrawal/ refund | Date of last class attended by student |

Illustration (Strictly for illustration purposes only)

| S.No. | For the Purpose of Refund Calculation | Date |
|-------|----------------------------------------------------|------------------------------------------------------------------------|
| a. | Registration Fee payment Date | 8th July |
| b. | Date of Batch Commencement | 10th July |
| c. | The student actually joined the Class | 16th July |
| d. | Last class attended | 14th Nov. |
| e. | Submission of application for withdrawal or refund | 13th Dec. |
| f. | Refund shall be calculated from | 10th July - 13th Dec. |
| g. | Refund will NOT be calculated from | 16th July - 13th Dec. OR 16th July - 14th Nov. OR 8th July - 13th Dec. |

The loan amount will be refunded to the loan partner based on AESL Refund policy eligible amount.

In case any Outstanding remains with the loan partner after refund of the as-per-policy amount then the same has to be cleared/Paid by the parents in coordination/accordance with the lending policies of the loan partner. Under no circumstances, Aakash will be responsible for the unpaid obligations or any other obligations of the loan partner, which are governed by the lending policies of the loan partner.

(Parents/Guardian Signature)_____

(Student Signature)_____

Illustration (Strictly for illustration purposes only)

| | Case-I | Case-II | Case-III |
|-------------------------------------------------------|--------|---------|----------|
| Loan Taken By the Parent | 50,000 | 50,000 | 50,000 |
| Loan Outstanding amount at the time of Refund Request | 30,000 | 30,000 | 30,000 |
| As per Policy Refundable Amount | 20,000 | 30,000 | 35,000 |
| Refund to be made to the Parent | NIL | NIL | 5,000 |
| Amount to be paid by the Parent to the Loan Partner | 10,000 | NIL | NIL |

Mode of Payment of Refund:

All kinds of refunds shall be paid through NEFT/Online Transfer ONLY. The refunds shall only be processed in the account of the student/parent/guardian as may be provided by the student/parent/guardian to AESL. The refund shall be credited within a reasonable time from the date of receipt of an application for withdrawal of admission by the appropriate Branch / Centre.

NOTE: The AESL shall not be held responsible and/or accountable for crediting refund money to the bank account incorrectly if the bank details furnished by the student/parent/guardian are incorrect.

Fee Refund Calculated Basis Scholarship earned in actual exam:

- Students eligible for scholarships should submit their application for refund based on the scholarship earned along with the photocopy of the Class X Board Exam mark-sheet on or before 26th July.
- Any application for Fee refund basis scholarship earned received beyond 26th July shall be rejected and the student and/or parent shall not be entitled to receive any refund under any circumstances whatsoever.
- The Fee refund basis scholarship earned amount shall be paid to the student / parent/guardian based on the eligible merit scholarship in the 1st week of August.
- In case of withdrawal of admission of Scholarship Students, the Student / Parent / Guardian shall be entitled to a refund according to the terms of the Refund Policy and there shall be no exceptions.

Refer our transfer policy online on the below link:
<https://www.aakash.ac.in/refund-transfer-policy>

GST and other Taxes:-

- In case any additional GST or any kind of taxes are levied by the Govt. or as per any law, on any type of scholarship/concession given to the student at the time of admission or during the progress of the course, then, the same will be charged/recovered from the student/parents from the date of enforcement of the act by the government.

For Example: If a student is given a 100% scholarship then, he/she may not be charged any amount on account of the Registration Fee, Admission Kit and Digital Access Fee, Classroom Service Fee and Tuition Fee (Except Technology Fee and exam Fee) depending on management discretion, but in case GST or any other tax is levied thereupon by the Govt. or as per law at any point of time, then the same will be charged/recovered from the student/parents.
- In case, the government levies any kind of tax or increases the existing GST of 18%, then, such additional liability will be payable by the student/parent from the date from which such tax or increase in GST has come into force. In case of non-payment, the same shall be recovered from a student via debit from their security deposit. Moreover, any fee due or pending payments or penalties due towards the AESL shall also be debited from the security deposit amount, without prior intimation to the student/parent/guardian.

Students Conduct:-

- ID Cards: Each student shall be issued an identity card before their first class. The entry to classes/appropriate Branches / Centres shall be only with Identity Cards. In case, a student has not received the ID Card and classes have started, he/she must bring a fee receipt copy with him/her for entry to the appropriate Branch / Centre of AESL.
- Late Arrival: A student arriving 10 minutes after the start of classes/tests shall not be allowed to enter the classroom/examination room.
- Absenteeism:
 - Any study material given during the classes or otherwise, shall not be given to those students, who are absent without prior application request from the parents/guardians. No request / personal appointments in this regard shall be entertained.
 - If a student is absent or misses a test, he/she can collect his / her question paper from the appropriate Branch / Centre of the AESL within 10 days from the date of the test, beyond which no requests in this regard shall be entertained
 - If any student remains absent for more than 10 days consecutively without any prior written application, he/she shall not be allowed to attend/join classes and shall not be given any test paper(s). He/she shall be expelled from the AESL. No separate intimation will be sent to the parents in this

regard. No fee or part of the fee paid/encashed shall be refunded in such cases. The decision of AESL in this regard will be final and binding on the students & parents.

- Sincerity and Discipline: All students enrolled with the AESL are expected to work hard regularly. Students, after qualifying Admission Cum Scholarship Test and taking admission at any of the Branches/Centres of the AESL shall be bound by the rules and regulations of the appropriate branch/centre in all matters whatsoever, including the applicable fee & fee schemes applicable at the Branch / Centre.
- Supplying photocopies of Admit Cards, etc.: Students enrolled with the AESL shall provide photocopies of Admit Cards of various Foundations Level / Medical / Engineering Entrance Exams, as soon as they receive the admit cards from the examining body before/during Test Series to be conducted in March, failing which the student shall not be allowed to attend free Test Series & shall not be given Test papers.
- The AESL reserves the right to discontinue/rusticate a student from the enrolled course, in case any of the students is found to be misconducting, using foul language or threat over phone, email or in-person towards the AESL or any of the staff members of the branch/centre or corporate.
- The AESL reserves the right to dis-continue/rusticate a student from the enrolled course, in case any of the student is found to be misconducting, inside or outside the branch premise (Disturbance in the class by inappropriate use of language or watching videos in class, fighting Inside Aakash branch premise, causing injury to a student/s, carrying Inappropriate material, carrying any harmful item, Instance of mental/physical harassment of other students, inappropriate conduct in the branch, severe breach of privacy / conduct by a student, passing comments and following a female student, inappropriate touch, physical harm / damage to the AESL property or causing theft to the property or in the AESL premises in any manner.
- In case of exit or movement of any teacher or faculty at any branch/centre, the student is not permitted or allowed to create any discord or hooliganism at the branch/centre. Proper grievance should be registered with the competent authority, which will be resolved as soon as possible.

Parents/Guardians' Conduct:-

- It is the responsibility of the parents to submit the fee of their ward in time as per the schedule given in the prospectus. AESL will not send any reminders or calls to the Parents/Guardians/students for submission of fees.
- The parents can meet the personnel at the concerned Branch / Centre for any enquiry about their ward's progress or any other problem concerning their ward with a prior appointment.
- Any change in Permanent / Correspondence Address, Mobile No. (student & parent) & E-mail ID should be notified in writing to the concerned Branch / Centre within 10 days of such change.
- In the event the parent is not residing or is not available for any reason in the city where the student is enrolled with AESL, it is mandatory for the parent to appoint a local guardian and to provide his/her full name, correspondence details (including mobile number and e-mail) who will be taking care of day-to-day activity of the student. AESL shall not be held responsible in any manner whatsoever for the misconduct or illegal actions/omissions of the students. As the student it is compulsory/mandatory to provide a complete and correct E-mail ID / Mobile No. of the Student / Parents / Guardian. The result of tests or any other information from AESL will be sent to the student by SMS and on his / her email ID, The AESL shall not be responsible for the non-receipt of any information regarding the result or anything else owing to non-supply or supply of incorrect information in the Admission Form at the time of admission in this regard or for technical glitches beyond the control of AESL. Non-receipt of information through SMS or e-mail should be promptly notified to the appropriate Branch / Centre for necessary steps.
- AESL reserves the right to discontinue/rusticate a student from the enrolled course, in case any of the parent/guardians are found to be misconducting including but not limited to using foul language or issuing threats over the phone, email or in person towards the Institute/AESL or any of the staff members of the Branch / Centre or Head Office of AESL, disturbance in the branch/center/centre by inappropriate use of language or fighting, causing injury to any student/staff/visitor, carrying inappropriate material, carrying any harmful item, an instance of mental/physical harassment of other students/staff, inappropriate conduct in the branch, breach of privacy, passing comments, inappropriate touch physical harm/ damage to the AESL property or causing theft to the property or in the AESL premises in any manner.
- The AESL is responsible for providing teaching and admin staff to all its students for the course. In case of exit or movement of any teacher or faculty at any Branch / Centre, the parent/guardian is not permitted or allowed to create any discord or hooliganism at the Branch / Centre. Proper grievance should be registered with the competent authority, which will be resolved as soon as possible.

(Parents/Guardian Signature)_____

(Student Signature)_____

Limitation of Liability:

a. Eligibility

It is for the students themselves to ascertain whether he/she is eligible for a particular competitive / entrance examination or not. The AESL and/or the branch/Centres shall not be held liable in the event a student's admission form cannot be forwarded or is rejected by the examining body on any ground whatsoever. Such a student cannot claim a refund of the whole or any part of the fee he/she has paid to the AESL.

It shall be the sole responsibility of the students to procure and forward duly filled and completed entrance exam admission application forms to the concerned examining bodies. The AESL owes no duty in this regard and shall not be held responsible for any failure on the part of the student in this regard.

- b. Force Majeure: AESL shall not be liable for any delay or failure to perform its obligations (in total or part) if such delay or failure is due to any cause(s) including but not limited to, acts of God, strikes, lockouts, riots, lockdown, government restrictions, sanctions, wars, terrorism, insurrections, civil disturbances, earthquake, weather, fire, epidemic, pandemic, lockdown, explosions, and/or any other cause beyond the reasonable control of the AESL ("Force Majeure Event"). AESL shall not be held liable for any loss and/or damage of life or property due to any mishappening and/or accident at AESL due to the reason of Force Majeure Event. Furthermore, it is further understood that in case of lockdown or for any reason due to any other reason on the account of which classes can't be held at any branch/center of AESL, such classes may be held/conducted in online mode in the interim in compliance with the laws, rules and/or regulations as may be applicable under the law for time being in force. Accordingly, no refund shall be given to any of You in such cases. However, classes may not be conducted in any mode (offline and/or online), if running of the classes is prohibited as per the applicable laws, guidelines, and regulations, during such period Force Majeure event. No refund shall be made to any student/parent/guardian in this respect.
- c. Consequences upon wilful violation of rules by student: AESL or its Branches and/or Centres shall not be held liable for any loss and/or damage of life or property due to any mishappening and/or accident at any branch and/or centre arising out of wilful violation by the students, of express rules, censures and warnings issued by AESL or its Branches and/or Centres.
- d. Personal Property: Students are required to keep their mobile phones switched off mode while in classes or tests. AESL or its Branches and/or Centres shall not be held responsible for any loss/theft of a mobile phone or any other personal device that the student carries to AESL or its Branch / Centre.
- e. Misprint & Defective Lessons: Each lesson is checked thoroughly to rectify errors in study material before it goes for printing. However, considering the large number of pages involved, some misprints or errors may occur and AESL shall not be held liable for any loss and/or damage due to any misprints or errors in study material. In case you notice it, please inform the Centre / Branch Head. Please check all the booklets and pages carefully. Blank or missing pages in the lesson must be brought to the notice of the Branch / Centre Head within 5 days of receiving the study material.

General Clause:

- a. Seating arrangements for parents: AESL or its branch / Centres shall not be responsible for providing seating arrangements/ waiting areas to the parents who wish to wait while the classes and/or tests of their wards are in progress.
- b. Student / Parent communication: AESL may contact from time-to-time to the parents/ students/ guardians through SMS, WhatsApp, email and call to give notifications on various important updates. Therefore, the students/ parents/ guardians should not hold AESL liable for any liabilities including financial penalties, damages, or expenses in case the student/parent/guardian's mobile number is registered with Do Not Disturb (DND) or National Do Not Call (NDNC) Registry database. The students/parents/guardians undertake and represent not to lodge any claims against the Institute in this regard.
- c. Intellectual Property Rights: Intellectual Property Rights mean and include but are not limited to products, proprietary information, patents, trademark rights, logos, technology, study material, utility models, design, know-how, trade secrets, databases, industrial processes, source codes, copyrights (including rights in computer software) and any other intellectual or industrial property rights (whether registered or unregistered) subsisting or recognized under the law applicable for time being in force. It is clearly understood and agreed that the AESL shall own and retain all rights, titles and interest in and to any Intellectual Property Rights created or developed by AESL. Nothing contained herein shall assign or transfer in any manner whatsoever, any of the rights, title, or interest in Intellectual Property Rights of one Party to the other Party.
- d. By signing this admission form it is understood that You have read, understood, and consented to all the terms and conditions of this admission form. It is further understood that post admission of the students, You shall not make false excuses or misrepresentations of not reading the terms and conditions mentioned under this admission nor can be used as an excuse for any kind of additional refund or discount.

- e. *Scholarship/concession /discount Note: In case GST or any kind of indirect tax is levied by the Govt. or as per any law, on any type of scholarship/concession/ discount given to the students at the time of admission or during the progress of the course, then, the same will be charged/recovered from the student/parents/ guardians.
- f. I understand and agree that the personal information will be collected by Aakash Educational Services Limited ("AESL") while submitting the admission form and the personal information may be used or stored by the AESL as mentioned under the AESL's Privacy Policy at <https://www.aakash.ac.in/privacypolicy>. I have read and agree to the AESL's privacy policy in its entirety. I have also read, understood, and agree to abide by the terms of the consent form enclosed with this admission form.

Publicity:

AESL reserves the right to use the single / group photograph(s) and name of the student for publicity in all kinds of media, if the student secures a position/rank or succeeds in any Foundations / Medical / Engineering Entrance Exams in India or any test at international level at any time. In addition to the photograph, AESL also reserves the right to record video-audio testimonials of the student & parent for referencing or promotion, as required by AESL at any stage during and/or after the completion of the course for publicity in all kinds of media. No separate permission will be taken from parents/students for the same.

Reservation of Rights:

- a. AESL reserves its right to make any alteration in its programs/venue/timing and days of classes without any prior notice to students/parents. The decision of AESL will be final and binding on the students & parents.
- b. Franchisee can make changes as per the guidelines/instructions from AESL
- c. The Examination Centre of any place can be changed as per the requirement/ need of AESL or Branch / Centre without any prior notice to the students/ parents.

At all times, AESL retains an unconditional and irrevocable right to modify, change, or delete these terms and conditions or any part thereof, without any prior notice. It shall be Your responsibility to check the updated terms and conditions which are also available at <http://aakash.ac.in/termsconditions>.

Security Deposit:

- a. Each student will be charged a refundable security deposit at the time of admission for
- Medical & Engg. Long Term Courses (1 Yr./2 Yr./3 Yr./4 Yr.)-INR 5000/-
 - Foundation Courses (Class VIII, IX & X) INR 2000/-
- b. AESL or its successors reserves the right to exempt any of the courses or Branches / Centres from the collection of security deposit from the students at the time of admission, even in the case of Franchise. Similarly, the responsibility of refunding the same will also be of AESL only.
- c. This amount shall be refunded after successful completion of the courses. The branch will initiate a bank details confirmation link/online form to the registered Mobile Number and registered Mail ID of the student. Student/Parent will submit the form with the help of an OTP sent to the registered phone number only. A cancelled Cheque copy or a Bank passbook scanned copy is required to fill up the form.
- d. Security deposit refund will be initiated in NEFT mode only after submission of the online form by the Parent/Student within 45 days. The refunds shall only be processed in the account of the student/parent/guardian as may be provided via the link/online form.
- e. In case the request is not in compliance with the above specified requirements, AESL shall not be obligated to entertain such request and it shall not be the responsibility of AESL to make any refund against such requests.
- f. Non-receiving of the Link/online form within six months of the date of completion of the course should be reported to the Branch. A security deposit refund is eligible only if the Security Deposit amount is not fully adjusted and to the extent of the amount not adjusted. AESL shall not be under any obligation to entertain a request made after six months.
- g. Security Deposit Adjustment Scenario: The security deposit shall be adjusted against the following dues, if any, from the student and the balance if any will be payable:
- Levies any kind of indirect tax or increase in the existing GST of 18% by the Government authorities;
 - Outstanding fees from the student;
 - Miscellaneous charges, inter-alia, including fees for issue of duplicate identity card, charges towards cheque bounce, course/stream/branch transfer out charges, penalty against disciplinary action by AESL etc.

(Parents/Guardian Signature)_____

(Student Signature)_____

Disclaimer:

If at any point in time, there is a change in the policy of the Govt. / conducting body regarding the pattern of Entrance / Competitive Exams AESL will immediately update/modify the course contents, and assignments, and reschedule the days and timings as per the need to meet the requirements of the new pattern of exam.

Dispute Resolution:

For any grievances, you may mail us at grievances@aesl.in. Alternatively, you may submit your written complaint at the concerned branch/centre during office hours.

Office Timings: 9:00 A.M. - 7:30 P.M. (Weekday)

8:00 A.M. - 5:30 P.M. (Saturday & Sunday)

Where such grievances are not addressed to your satisfaction or in case, any dispute or difference arises between you and AESL regarding the interpretation of these terms and conditions, non-payment of any claim or any dispute arising out of or under these terms and conditions, the same shall be referred to the arbitration within 60 days of either party notifying the other party to the Agreement of such dispute, for adjudication under the provisions of Arbitration & Conciliation Act, 1996. Parties shall mutually appoint a sole arbitrator, whose decision shall be final and binding upon the parties. The sole Arbitrator shall conduct the arbitration proceedings in New Delhi.

It is also agreed between the parties that the arbitration proceedings would be conducted in English only and in no other language. If such appointed Sole Arbitrator is unable to continue with such Arbitral proceedings for any reason whatsoever, a new Sole Arbitrator shall be appointed by mutual consent of the parties who shall continue with the Arbitral proceedings from the stage where the proceedings were left by his predecessor.

That the Courts at New Delhi shall have exclusive jurisdiction (subject to the arbitration proceedings which are to be also conducted at Delhi) over any or all disputes arising out of this Agreement and the parties hereby submit themselves to the jurisdiction of such Courts and/or Tribunals.

Important Information:

Please read these conditions carefully as they shall form part of the contract between the Parent / Student (If he/she is a major) and AESL. If required AESL can sub-contract or hire or appoint a franchisee to provide the service on AESL's behalf. Further by admitting/enrolling your ward at AESL and by paying the requisite fees, you explicitly acknowledge that you have read & understood the terms and conditions relating to admission to AESL (also available at AESL's Website at <https://www.aakash.ac.in/termsconditions>) and agree to abide and be bound by it. Any deficiency in the admission process cannot be pleaded as an excuse for not abiding by the terms and conditions relating to admission/payment of fees/refund / usage of student name by AESL etc.

(Parents/Guardian Signature)_____

(Student Signature)_____

Terms and Conditions

(This policy is valid for the courses starting in AY 2025-26 and later)

Definitions:

- The AESL – Aakash Educational Services Limited [AESL] or its successors including its subsidiaries, holdings, Branches, Information Centres and franchisee.
- The student - Student enrolled with the AESL.
- Parent- All biological parents and also, any person who is not a biological parent but has parental responsibility for the student irrespective of the relationship with the student.
- Guardian- Person who has been appointed by the Court of Law to take care of a minor student personally and / or manage the student's day-to-day affairs or a local guardian as appointed or authorised by the Parent.
- Agent- Any person duly authorized as an agent in writing by the Parent or guardian.
- Branch - Branches owned and controlled by Aakash Educational Services Limited [AESL] or its successors.
- Centre - Centres owned and controlled by franchisees of Aakash Educational Services Limited.
- Appropriate Branch / Centre - Appropriate Branch / Centre concerning each student shall mean the Branch / Centre opted by or allotted to the student.

Admission and Procedure:

To enroll with Aakash Educational Services Limited ("AESL"), the student/parent/guardian ("You" or "Your" or "you") shall fill out the admission form from the link shared by an academic counselor who will be available at the below mentioned Aakash Digital support contact numbers*. To submit and complete the admission form, the academic counselor shall send an OTP on Your registered mobile number which will be entered by you at the time of submission of the admission form.

The admission form must be filled with the true, correct, accurate, and latest information, and submitted by the student and parents/guardian, along with all the required supporting documents/checklist as communicated by the academic counselor. Incomplete forms may not be considered. It is compulsory to fill all the columns. Kindly provide all the required documents along with the duly filled-in admission forms. If the student/parents/guardian provides any information that is untrue, inaccurate, not current, or incomplete, or AESL has reasonable grounds to suspect that such information is untrue, inaccurate, not current, or incomplete, AESL reserves the right to disqualify/reject admission of the student from the AESL Aakash Digital Course ("Aakash Digital Course(s)").

If AESL finds any discrepancy/pendency in the admission form as per the set criteria, in that case the services will be put on hold until such discrepancies are resolved by the student/parent/ guardian. It is also compulsory to provide the correct and updated mobile No. & E-mail ID of the student / parent / guardian for any communication from AESL. AESL shall not be held responsible if any information or communication regarding the Aakash Digital Course does not reach the student if he/she has not mentioned his/her or parent's / guardian's updated & correct mobile No. / E-mail ID.

Payment of Fees:

- The fees shall be payable in lump sums or through the financing option available at the time of admission.
- All payment of fees for Aakash Digital Course(s) including miscellaneous charges should be paid through any of the below-listed payment modes only:
 - Paytm QR Code
 - Online payment through HDFC Payment Gateway
 - Net banking (RTGS / NEFT / IMPS)
 - Cheque
 - Demand Draft (Hereinafter "DD")

Please note: The course fees include charges for student kits i.e. study material and/or any other facility that AESL may provide and no additional fee is charged from the students for student kits and/or any other facility that AESL may provide.

GST and other Taxes

- In case any additional GST or any kind of taxes are levied by the Govt. or as per any law, on any type of scholarship/concession given to the student at the time of admission or during the progress of the course, then, the same will be charged/recovered from the student/parents from the date of enforcement of the act by the government.

For Example: If a student is given a 100% scholarship then, he/she may not be charged any amount on account of the Registration Fee, Admission Kit and Digital Access Fee, and Tuition Fee (Except Technology Fee and exam Fee) depending on management discretion, but in case GST or any other tax is levied thereupon by the Govt. or as per law at any point of time, then the same will be charged/recovered from the student/parents.

- In case, the government levies any kind of tax or increases the existing GST of 18%, then, such additional liability will be payable by the student/parent from the date from which such tax or increase in GST has come into force.

Online Testing Facility

- The Online Tests shall be available on our website: <https://www.aakash.ac.in/lms/login/>.
- The Instructions for attempting Online Tests shall also be available on our website as per the test schedule.
- Each student on enrolment shall be provided with a Username and Password through SMS.
- The Username and Password provided to the student will automatically expire after completing the course.

Please note: 'Online Test' here includes all the tests conducted during the academic session as part of the course.

Course/Section Change:

- If you wish to change Course / Stream (from Medical to Engineering or vice versa) /batch, he/she may be allowed to do so with the permission and at the sole discretion of the AESL and is subject to the following conditions:
 - You must submit an application from your registered email ID for a change of course/stream addressed to the AESL at the below-mentioned support numbers and email ID*.
 - Applicable fee shall be payable to AESL for stream/course change which will be communicated by AESL. Where such change is from a course with a higher fee to a course with a lower fee, no refund of the difference in the fee shall be made. However, where the change is from a course with a lower fee to a course with a higher fee, you shall be liable to pay the difference.
- If any student wish to change from one batch to another, he or she may be allowed to do so at the permission and sole discretion of the AESL and is subject to the following conditions:
 - You must submit an application from the registered email ID for change of Course/ batch addressed to the AESL at the belowmentioned support email ID. Applicable fee shall be payable to AESL for batch/section change.
 - Such change cannot be claimed and/or demanded as a matter of right and shall be subject to the availability of seats. The decision of the AESL in this regard shall be final and binding. It can be done only once.

Transfer Policy

We understand that there are genuine cases where a student seeks a transfer. We, thus, have in place our transfer policy for your convenience.

A. Transfer of Students from Aakash Digital Course to Regular / Phygital Classroom Course

| AD to RCC | | |
|--------------------------------|-------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| Fee Components | Before Batch Commencement | After Batch Commencement |
| Registration Fee | Amount to be adjusted towards the RCC/PCC registration fees, balance (if any) to be paid | |
| Admission & Digital Access Fee | Amount to be adjusted towards the RCC/PCC admission and digital access fees, balance to be paid | |
| Tuition Fee | Adjustable against RCC/PCC course fees | 100% adjusted less cost of services computed basis pro-rata calculation |
| Classroom Service Fee | | |
| Technology & Exam Fee | | |

Note:

- Cost of services availed calculated basis pro-rata calculation: No. of days' services availed from the Batch Joining Date/ Registration Date, whichever is later, to submission of course-change application, to be deducted and balance adjusted against RCC/PCC course fee, balance if any, shall be refundable, after the transfer from Digital (AD) course.
- Classroom (RCC/PCC) balance amount will be calculated as per the fee structure of the transferee branch (*As mentioned in Prospectus)
- Transfer from Digital to Classroom (RCC/PCC) shall be allowed at the sole discretion of the AESL.
- For Loan Case, loan related to the AD course will have to be foreclosed. Based on the Loan O/S with the Refundable Amount, following scenarios will be relevant
 - If Loan Outstanding amount is greater than the Refund applicable, the Refund amount will be paid to the loan partner directly by AESL and student/ parent needs to pay the difference to the loan partner to foreclose the loan before transfer

- If Loan Outstanding amount is less than the Refund applicable, current loan O/S to be paid to the loan partner by AESL before transfer and loan is to be foreclosed, difference amount will be paid to the student/ parent after the completion of transfer process.
- If refinancing is needed for the new (RCC/PCC) course, the student/parent needs to apply for a fresh loan and follow the process outlined by the loan service provider.
- Any un-adjusted fees in Tuition, Classroom and Technology and Exam fees shall be refundable after the completion of RCC/PCC course. Registration, Admission and Digital Access fees are non-refundable in any scenario.

B. Transfer of Students from Regular/Phygital Classroom Course to Aakash Digital Course

| RCC/PCC to AD | | |
|--------------------------------|-----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Fee Components | Before Batch Commencement | After Batch Commencement |
| Registration Fee | Registration fees for AD Courses is waived off if RCC/PCC registration fee is completely paid | |
| Admission & Digital Access Fee | Admission fees for AD Courses waived off, if the RCC/PCC admission fee is completely paid | |
| Tuition Fee | Adjusted against AD Course fees, balance refundable after RCC/PCC Drop Off | AD fees to be paid (% of Installment due ** on or after transfer application date) X (Aakash Digital Tuition, Classroom and Technology fees calculated at RCC/PCC Discount), Balance refundable after RCC Drop Off |
| Classroom Service Fee | | |
| Technology & Exam Fee | | |

** in case of lump sum this will be calculated as future instalments that were prepaid

Note:

- In case of lump sum payment in the classroom (RCC/PCC), total payment against future installment due dates for classroom course will be adjusted against the Digital installment, balance if any, shall be refundable, after the transfer from Classroom.
- Student needs to pay the full registration amount in the classroom (RCC/PCC) program, to be eligible for transfer from Classroom (RCC/PCC) to Digital (AD)
- Transfer from Classroom (RCC/PCC) to Digital shall be allowed at the sole discretion of the AESL
- For Loan Case, loan related to the RCC/PCC course will have to be foreclosed. Based on the Loan O/S with the Refundable Amount, following scenarios will be relevant
 - If Loan Outstanding amount is greater than the Refund applicable, the Refund amount will be paid to the loan partner directly by AESL and student/ parent needs to pay the difference to the loan partner to foreclose the loan before transfer
 - If Loan Outstanding amount is less than the Refund applicable, current loan O/S to be paid to the loan partner by AESL before transfer and loan is to be foreclosed, difference amount will be paid to the student/ parent after the completion of transfer process
- If refinancing is needed for the new (Digital) course, the student/parent needs to apply for a fresh loan and follow the process outlined by the loan service provider.

C. Transfer of Students from Aakash Digital to Distance Learning Program

| AD to DLP | | | | | | |
|--------------------------------|------------------------------------------------------------|-----------------------------------------|----------------------------------------|----------------------------------------|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Fee Components | Before Batch Commencement | Week 1 | Week 2 | Week 3 | Week 4 | Week 5 or later |
| Registration Fee | Waived off, if AD registration fees is completely paid | | | | | |
| Admission & Digital Access Fee | Adjustable against DLP Course fees, Balance non-refundable | Non-adjustable and non-refundable | | | | |
| Tuition Fee | Adjustable against DLP course fees balance refundable | 100% adjustable against DLP course fees | 90% adjustable against DLP Course fees | 80% adjustable against DLP Course fees | 75% adjustable against DLP Course fees | 75% of (Tuition, Exam, Technology Fee Paid) OR the Total Amount paid as future Installments on or after the transfer application date, whichever is lower shall be adjustable against DLP Course fees |
| Technology & Exam Fee | | | | | | |

** in case of lump sum this will be calculated as future instalments that were prepaid

Note:

- For week's calculation: - No. of days' will be counted from the Batch Start Date/ Registration Date, whichever is later, to the submission of the course change application.
- Student needs to pay the full registration amount in the AD, to be eligible for transfer from Aakash Digital (AD) to DLP

- NO CONCESSION of any nature, whatsoever, will be applicable on transfer in courses opted in DLP
- The above fee adjustment is applicable only if the course fee of the opted program is of a value greater than ₹ 10,000/-
- Course Fee to be used for calculating the cost of services will exclude the Registration component & Admission Kit and digital access component as per scenarios and will be as per Prospectus (without any concessions).
- Transfer from Aakash Digital to DLP shall be allowed at the sole discretion of the AESL.
- For Loan Case, loan related to the AD course will have to be foreclosed. Based on the Loan O/S with the Refundable Amount, following scenarios will be relevant
 - If Loan Outstanding amount is greater than the Refund applicable, the Refund amount will be paid to the loan partner directly by AESL and student/ parent needs to pay the difference to the loan partner to foreclose the loan before transfer
 - If Loan Outstanding amount is less than the Refund applicable, current loan O/S to be paid to the loan partner by AESL before transfer and loan is to be foreclosed, difference amount will be paid to the student/ parent after the completion of transfer process

D. Transfer of Students from Distance Learning Program to Aakash Digital Course/Regular Classroom Course

| | |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Registration Fee | Registration Amount adjusted, additional amount to be paid |
| Course Fee | 100% adjustable in Admission & Digital Access Fee of RCC/AD less cost of services in DLP computed basis pro-rata calculation |
| | An additional amount of "Admission & Digital Access Fee, Tuition Fee, Classroom Service Fee, Technology & Exam fee" of RCC/AD to be paid by the customer |

Note:

- Cost of services basis pro-rata calculation: No. of days' services availed from the Registration Date to submission of course-change application, to be adjusted against RCC/Digital course fee, balance if any, shall be refundable, after the transfer from DLP.
- Classroom (RCC) or Digital balance amount will be calculated as per the fee structure of the transferee branch (*As mentioned in Prospectus)
- Transfer from DLP to Classroom (RCC) or Digital shall be allowed at the sole discretion of the AESL.

Refund Policy

The AESL operates transparently. Our refund policy ensures that all refunds are processed fairly. If a student decides not to attend the course and withdraws their admission, we require a refund request to be sent via email to care.aakashdigital@aesl.in from the parent or guardian (including their relationship to the student), stating the reason for the refund. The date on which we receive the refund application via email will be used to calculate the refund amount. Refunds will be processed only into a savings account and not into any other type of account.

1. Applicability and General Conditions

- Registration Fee is NOT refundable under any circumstances whatsoever
- Refunds are not applicable in certain scenarios. Please refer to the specific sections below for detailed information.
- Refunds are not permissible after 30 days from the batch commencement /allocation date whichever is later.
- Refund requests made verbally or through Whatsapp will not be entertained.
- Refund rules remain the same even if a student didn't join classes post admission or attended a single class.
- Short Term Classroom Course Fee / Test Series Fee is NOT refundable under any circumstances whatsoever
- Fee paid towards Admission Cum Scholarship Test (ACST), Aakash National Talent Hunt Exam (ANTHE) & Instant Admission Cum Scholarship Test (IACST) is NOT refundable under any circumstances whatsoever.

2. How to Apply for a Refund for Online Programs

- The last date to apply for a refund is within 30 days of the course start date. Days will be counted from the Batch allocation date/Batch Commencement date whichever is later.
- To apply for a refund, either log in to the myAakash app and raise a Refund request from the Parent Profile or you can drop a mail to care.aakashdigital@aesl.in from your registered email id.

3. Eligibility for Refund

- To be eligible for a refund, Students/Parents must meet the following criteria:
- Successful enrollment in a Live course or program offered by Aakash Digital.
- Enrollment must not have been terminated by AESL for cause (e.g., violation of code of conduct, breach of trust, disruptive behavior).

- The Student/Parent must have initiated the refund process as outlined in this policy.

4. Deductible Amounts in Refund Cases (Administrative and Academic Expenses)

| Fee Components | Before Batch Commencement | Week 1 | Week 2 | Week 3 | Week 4 | Week 5 or Later |
|--------------------------------|----------------------------|---------------------------------------------|---------------------------------------------|---------------------------------------------|----------------------------------------------|-----------------|
| Registration Fee | Non-Refundable | | | | | |
| Admission & Digital Access Fee | Non-Refundable | | | | | |
| Tuition Fee | Flat 15000 to be deducted. | 25% of the 1st Installment will be Deducted | 50% of the 1st Installment will be Deducted | 75% of the 1st Installment will be Deducted | 100% of the 1st Installment will be Deducted | Non Refundable |
| Technology & Exam Fee | | | | | | |

Note:

- Week 1 will be counted from the date of registration by the student or the date of Batch Assignment, whichever is later.

5. Key things to be kept in mind for the Calculation of Refund

| S.No. | What will be considered? | What will NOT be considered? |
|-------|------------------------------------------------------------|--------------------------------------------|
| a. | Batch Start Date/Batch Allocation Date, whichever is later | Date when the student attended first class |
| b. | Date of submission of application for withdrawal / refund | Date of last class attended by student |

Illustration (Strictly for illustration purposes only)

| S.No. | For the Purpose of Refund Calculation | Date |
|-------|----------------------------------------------------|------------------------------------------------------------------------------|
| a. | Registration Fee payment Date | 8th July |
| b. | Date of Batch Commencement | 10th July |
| c. | The student actually joined the Class | 16th July |
| d. | Last class attended | 14th Nov. |
| e. | Submission of application for withdrawal or refund | 13th Dec. |
| f. | Refund shall be calculated from | 10th July - 13th Dec. |
| g. | Refund will NOT be calculated from | 16th July - 13th Dec. OR 16th July - 14th Nov. OR 8th July - 13th Dec. |

The loan amount will be refunded to the loan partner based on the AESL Refund policy eligible amount.

In case any Outstanding remains with the loan partner after refund of the as-per-policy amount then the same has to be cleared/Paid by the parents in coordination/accordance with the lending policies of the loan partner. Under no circumstances, AESL will be responsible for the unpaid obligations or any other obligations of the loan partner, which are governed by the lending policies of the loan partner.

Illustration (Strictly for illustration purposes only)

| | Case-1 | Case-2 | Case-3 |
|-------------------------------------------------------|--------|--------|--------|
| Loan Taken By the Parent | 50,000 | 50,000 | 50,000 |
| Loan Outstanding amount at the time of Refund Request | 30,000 | 30,000 | 30,000 |
| As per Policy Refundable Amount | 20,000 | 30,000 | 35,000 |
| Refund to be made to the Parent | NIL | NIL | 5,000 |
| Amount to be paid by the Parent to the Loan Partner | 10,000 | NIL | NIL |

Mode of Payment of Refund: All kinds of refunds shall be paid through NEFT/Online Transfer ONLY. The refunds shall only be processed in the account of the student/parent/guardian as may be provided by the student/parent/guardian to AESL. The refund shall be credited within a reasonable time from the date of receipt of an application via mail for withdrawal of admission by Aakash Digital.

NOTE:

- The AESL shall not be held responsible and/or accountable for crediting refund money to the bank account incorrectly if the bank details furnished by the student/parent/guardian are incorrect.
- Cancellation before or within 30 days of the course commencement date: AESL shall charge the cancellation fee as outlined in the "Deductible Amounts" table above. If the amount paid by the customer is higher than the cancellation fee, AESL will refund the excess amount paid by the customer after deducting the cancellation fees.

- Cancellation after 30 days of the course commencement date: AESL shall forfeit the entire balance paid by the customer, and no refund will be issued under any circumstances.

Fee Refund Calculated Basis Scholarship earned in actual exam:

- Students eligible for scholarships should submit their application for a refund based on the scholarship earned along with the photocopy of the Class X Board Exam mark sheet on or before 26th July.
- Any application for Fee refund basis scholarship earned received beyond 26th July shall be rejected and the student and/or parent shall not be entitled to receive any refund under any circumstances whatsoever.
- The Fee refund basis scholarship earned amount shall be paid to the student/parent / guardian based on the eligible merit scholarship in the 1st week of August.
- In case of withdrawal of admission of Scholarship Students, the Student/Parent/ Guardian shall be entitled to a refund according to the terms of the Refund Policy and there shall be no exceptions.

Students Conduct

- Sincerity and Discipline:** All students enrolled with the AESL are expected to work hard regularly and students shall strictly be bound by all the rules and regulations applicable to the Aakash Digital Course(s).
- Supplying photocopies of Admit Cards, etc.:** Students enrolled with the AESL shall provide photocopies of Admit Cards of various Foundations Level/ Medical/ Engineering Entrance Exams, as soon as they receive the admit cards from the examining body before/during Test Series to be conducted, failing which the student shall not be allowed to attend free Test Series & shall not be given Test papers.
- The AESL reserves the right to discontinue/rusticate a student from the enrolled course, in case any of the students are found to be misconducting, using foul language, or threatening over the phone, email, or in-person towards the AESL or any of the staff members/faculties.
- The AESL reserves the right to discontinue/rusticate a student from the enrolled course, in case any of the students is found to be misconducting (including but not limited to disturbance in the class by inappropriate use of Language, watching videos on the platform of Aakash Digital, instance of mental/physical harassment of other students, severe privacy breach conduct by a student, passing comments and stalking a female student).

Parents/Guardians' Conduct

- It is the responsibility of the parents to submit the fee of their ward in time as per the schedule given in the prospectus. AESL will not send any reminders or calls to the Parents / Guardians/students for submission of fees.
- Any change in Permanent / Correspondence Address, Mobile No. (student & parent) & e-mail ID should be notified in writing at the support email IDs as mentioned below* within 10 days of such change.
- AESL reserves the right to discontinue/rusticate a student from the enrolled course, in case any of the parent/guardians are found to be misconducting including but not limited to using foul language or issuing threats over the phone, email or in person towards the AESL or any of the staff members of AESL, by inappropriate use of language, an instance of mental/physical harassment of other students/staff, breach of privacy, passing comments.

Limitation of Liability

- Eligibility**
It is for the students themselves to ascertain whether he/she is eligible for a particular competitive / entrance examination or not. The AESL and/or the branch/Centres shall not be held liable in the event a student's admission form cannot be forwarded or is rejected by the examining body on any ground whatsoever. Such a student cannot claim a refund of the whole or any part of the fee he/she has paid to the AESL. It shall be the sole responsibility of the students to procure and forward duly filled and completed entrance exam admission application forms to the concerned examining bodies. The AESL owes no duty in this regard and shall not be held responsible for any failure on the part of the student in this regard.
- Force Majeure:** AESL shall not be liable for any delay or failure to perform its obligations (in total or part) if such delay or failure is due to any cause(s) including but not limited to, acts of God, strikes, lockouts, riots, lockdown, government restrictions, sanctions, wars, terrorism, insurrections, civil disturbances, earthquake, weather, fire, epidemic, pandemic, lockdown, explosions, and/or any other cause beyond the reasonable control of the AESL ("Force Majeure Event"). AESL shall not be held liable for any loss and/or damage of life or property due to any mishap and/or accident at AESL due to the reason of Force Majeure Event. Furthermore, it is further understood that in case of lockdown or for any reason due to any other reason on the account of which classes can't be held at any branch/center of AESL, such classes may be held/conducted in online mode in the interim in compliance with the laws, rules and/or regulations as may be applicable under the law for time being in force. Accordingly, no refund shall be given to any of You in such cases. However, classes may not be conducted in any mode (offline and/or online), if running of the classes is prohibited as per the applicable laws, guidelines, and regulations,

during such period Force Majeure event. No refund shall be made to any student/ parent/guardian in this respect.

- c. **Misprint & Defective Lessons:** Each lesson is checked thoroughly to rectify errors in study material before it goes for printing. However, considering the large number of pages involved, some misprints or errors may occur and AESL shall not be held liable for any loss and/or damage due to any misprints or errors in study material. In case you notice it, please inform the same at the support number and email IDs as mentioned below*. Please check all the booklets and pages carefully. Blank or missing pages in the lesson must be brought to the notice of AESL within 5 days of receiving the study material.

Students Conduct

- a. **Student / Parent communication:** AESL may contact from time-to-time to the parents/ students/ guardians through SMS, WhatsApp, email, and call to give notifications on various important updates. Therefore, the students/ parents/ guardians should not hold AESL liable for any liabilities including financial penalties, damages, or expenses in case the student/parent/guardian's mobile number is registered with Do Not Disturb (DND) or National Do Not Call (NDNC) Registry database. The students/parents/guardians undertake and represent not to lodge any claims against the Institute in this regard.
- b. **Intellectual Property Rights:** Intellectual Property Rights mean and include but are not limited to products, proprietary information, patents, trademark rights, logos, technology, study material, utility models, design, know-how, trade secrets, databases, industrial processes, source codes, copyrights (including rights in computer software) and any other intellectual or industrial property rights (whether registered or unregistered) subsisting or recognized under the law applicable for time being in force. It is clearly understood and agreed that the AESL shall own and retain all rights, titles, and interest in and to any Intellectual Property Rights created or developed by AESL. Nothing contained herein shall assign or transfer in any manner whatsoever, any of the rights, title, or interest in Intellectual Property Rights of one Party to the other Party.
- c. By submitting the admission form it is understood that You have read, understood, and consented to all the terms and conditions of this admission form. It is further understood that post admission of the students, You shall not make false excuses or misrepresentations of not reading the terms and conditions mentioned under this admission nor can be used as an excuse for any kind of additional refund or discount.
- d. ***Scholarship/concession/discount Note:** In case GST or any kind of indirect tax is levied by the Govt. or as per any law, on any type of scholarship/ concession/ discount given to the students at the time of admission or during the progress of the course, then, the same will be charged/recovered from the student/parents/guardians.

Publicity

AESL reserves the right to use the single / group photograph(s) and name of the student for publicity in all kinds of media, if the student secures a position/rank or succeeds in any Foundations / Medical / Engineering Entrance Exams in India or any test at international level at any time. In addition to the photograph, AESL also reserves the right to record video-audio testimonials of the student & parent for referencing or promotion, as required by AESL at any stage during and/or after the completion of the course for publicity in all kinds of media. No separate permission will be taken from parents/students for the same.

Reservation of Rights

- a. AESL reserves its right to make any alteration in its programs/venue/timing and days of classes without any prior notice to students/parents. The decision of AESL will be final and binding on the students & parents.
- b. At all times, AESL retains an unconditional and irrevocable right to modify, change, or delete these terms and conditions or any part thereof, without any prior notice. It shall be Your responsibility to check the updated terms and conditions which are also available at www.digital.aakash.ac.in.

Disclaimer

If at any point in time, there is a change in the policy of the Govt. / conducting body regarding the pattern of Entrance / Competitive Exams AESL will immediately update/modify the course contents, and assignments, and reschedule the days and timings as per the need to meet the requirements of the new pattern of exam.

Dispute Resolution

For any grievances, you may mail us at grievances@aesl.in

Where such grievances are not addressed to your satisfaction or in case, any dispute or difference arises between you and AESL regarding the interpretation of these terms and conditions, non-payment of any claim, or any dispute arising out of or under these terms and conditions, the same shall be referred to the arbitration within 60 days of either party notifying the other party to the Agreement of such dispute, for adjudication under the provisions of Arbitration & Conciliation Act, 1996. Parties shall mutually appoint a sole arbitrator, whose decision shall be final and binding upon the parties. The sole Arbitrator shall conduct the arbitration proceedings in New Delhi.

It is also agreed between the parties that the arbitration proceedings would be conducted in English only and in no other language. If such appointed Sole Arbitrator is unable to continue with such Arbitral proceedings for any reason whatsoever, a new Sole Arbitrator shall be appointed by mutual consent of the parties who shall continue with the Arbitral proceedings from the stage where the proceedings were left by his predecessor.

That the Courts at New Delhi shall have exclusive jurisdiction (subject to the arbitration proceedings which are to be also conducted at New Delhi) over any or all disputes arising out of this Agreement and the parties hereby submit themselves to the jurisdiction of such Courts and/or Tribunals.

Important Information

Please read these conditions carefully as they shall form part of the contract between the Parent / Student (If he/she is a major) and AESL. Further by admitting / enrolling your ward at AESL and by paying the requisite fees, you explicitly acknowledge that you have read & understood the terms and conditions relating to admission to AESL (also available at AESL's Website at www.digital.aakash.ac.in) and agree to abide by and be bound by it. Any deficiency in the admission process cannot be pleaded as an excuse for not abiding by the terms and conditions relating to admission/payment of fees/refund/usage of student name by AESL etc.

☐

I understand and agree that the personal information will be collected by Aakash Educational Services Limited ("AESL") while submitting the admission form and the personal information may be used or stored by the AESL as mentioned under the AESL's Privacy Policy at <https://www.aakash.ac.in/privacypolicy>. I have read and agree to the AESL's privacy policy, transfer policy and refund policy in its entirety. I have also read, understood, and agree to abide by the terms of the consent form enclosed with this admission form.

☐

I have read, understood and agree to the AESL's transfer policy and refund policy available at www.digital.aakash.ac.in in its entirety.

Terms and Conditions

Definitions:

- i. The AESL – Aakash Educational Services Limited [AESL] or its successors including its subsidiaries, holdings, Branches, Information Centres and franchisee.
- ii. The student – Student enrolled with the AESL.
- iii. Parent- All biological parents and also, any person who is not a biological parent but has parental responsibility for the student irrespective of the relationship with the student.
- iv. Guardian- Person who has been appointed by the Court of Law to take care of a minor student personally and / or manage the student's day-to-day affairs or a local guardian as appointed or authorised by the Parent.
- v. Agent- Any person duly authorized as an agent in writing by the Parent or guardian.
- vi. Branch – Branches owned and controlled by Aakash Educational Services Limited [AESL] or its successors.
- vii. Centre – Centres owned and controlled by franchisees of Aakash Educational Services Limited.
- viii. Appropriate Branch / Centre – Appropriate Branch / Centre concerning each student shall mean the Branch / Centre opted by or allotted to the student.

Admission and Procedure:

To enrol with Aakash Educational Services Limited ("AESL"), the student/parent/guardian ("You" or "Your") shall download and fill out the admission form from the link shared by the admission counsellor or obtain the admission form from the nearest AESL branch/centre/ franchisee or obtain the same from the Agent of AESL. The AESL admission form must be filled with true, correct, accurate, and latest information, and signed by the student and parents/guardian, along with all the required supporting documents/checklist*. Incomplete forms will not be considered. It is compulsory to fill all the columns. Kindly attach all the required documents along with the duly filled-in admission forms. If the student/parents/guardian provides any information that is untrue, inaccurate, not current, or incomplete, or AESL has reasonable grounds to suspect that such information is untrue, inaccurate, not current, or incomplete, AESL reserves the right to disqualify/reject admission from the AESL Phygitall classroom courses ("PCC Course (s)"). If AESL finds any discrepancy/pendency in the admission form as per the set criteria, In that case the services will be put on hold until such discrepancies are resolved by the student/parent/ guardian. It is also compulsory to provide the correct and updated mobile No. & E-mail ID of the student / parent / guardian for any communication from AESL. AESL shall not be held responsible if any information or communication regarding the PCC Course does not reach the student if he/she has not mentioned his/her or parent's / guardian's updated & correct mobile No. / E-mail ID.

Payment of Fees:

The fees can be paid either in lump sum or in instalments at the time of admission. Provided however that in case of payment through E.M.I, the 1st instalment should be paid before the commencement of the class and the remaining instalments, if any are to be paid by eNach (Electronic National Automated Clearing House) through the recognised partner of AESL or by A/C payee Post Dated Local Cheques at the time of admission itself or any other payment method as may be accepted by the AESL.

- a. An additional applicable concession based on AESL management approvals over Tuition Fee Component of long term courses (One/Two/Three/Four Integrated Classroom Courses) shall be granted for payment of a lump sum fee. However, no lump sum concession benefits are available on the registration fee, admission kit and digital access fee, technology fee or examination fee.
- b. All payment of fees for PCC Courses including miscellaneous charges should be paid through any of the below listed payment modes only:
 - Mobile Wallets: For more information on payment through mobile wallets like Paytm, Mobikwik, PayU, etc. Kindly contact the Branch / Centre opted by or allotted to your ward
 - Online payment through Payment Gateway
 - Net banking (RTGS / NEFT) if VAN (Virtual Account Number) is available or, Auto debit through ECS

Note: In case, eNach or Post Dated Cheques are bounced/dishonoured on the day of presentation, the respective concessions will be revoked.

 - Debit / Credit Card
 - Cheque
 - Demand Draft (Hereinafter "DD")
 - For online payment, please visit myAakash App & website (<https://www.aakash.ac.in>, check "Fee and Payment" option

For successful completion of the admission process, a copy of the deposit slip should be submitted with AESL without fail within 3 days of deposit of course fee with the

bank. In the event of failure on the part of the student/parent/guardian/ duly authorized agent to submit a copy of the deposit slip as mentioned above, the un-reconciled amount deposited by the parent/guardian shall be lodged in a suspense account by the AESL for 30 days. If no response is received from the student/parent/guardian after 30days, AESL will not be responsible for such a reconciled amount.

- c. In case of payment by credit card/debit card/wallets or any other online mode, chargeback shall not be entertained by the bank. Parents need to contact the respective centre or branch for a refund.
- d. Payments shall be accepted at the fee Counters of the appropriate Branch/Centre between 10:00 A.M. - 6:00 P.M. on Weekdays and between 9:00 A.M. - 5:00 P.M. on Sundays.

Please note: The course fees include charges for student kit i.e. study material, uniform, bag etc., and no additional fees is collected for the same.

Library Facility

Where available, Branches / Centres provide access to its Library within their premises to enrolled students. Access to the Library is granted through a Library Card. For issuance of a Library Card ₹ 200/- would be charged. The issuance fee for library cards may be revised at the sole discretion of AESL.

Online Testing Facility

- The Online Tests shall be available on our website: www.aakash.ac.in
- The Instructions for attempting Online Tests shall also be available on our website as per the test schedule.
- A sample of online practice test shall be available on our website: www.aakash.ac.in as mentioned in the schedule for trial and to make students familiar with the online test process.
- Each student on enrolment shall be provided with a Username and Password through SMS.
- The Username and Password provided to the student will automatically expire after completing the course.
- In order to get All India Ranking, the student should attempt the test within 24 hrs. If the student attempts the test after 24 hrs., he / she will not be eligible for ranking.

Please note: 'Online Test' here includes all the tests conducted during the academic session as part of the course.

Facilities not provided by AESL

The AESL does not provide accommodation/hostel facilities/transportation or food facilities for its students. Parents are free to avail of any hostel, food and transport facility as available from a third party at their own risk and liability. AESL does not take any responsibility and liability for the above-mentioned facilities and henceforth shall not be responsible for concerning hostel facilities/ transport or food facilities in any circumstances in any manner whatsoever.

Course/Section Change:

- a. If a student wishes to change Course / Stream (from Medical to Engineering or vice versa) / section, he/she may be allowed to do so with the permission at the sole discretion of the AESL and is subject to the following conditions:
 - Parent / Legal guardian must submit a written application for change of course / stream addressed to the AESL.
 - Applicable fee shall be payable to AESL for stream/course change which will be communicated by the Branch/ Centre. Where such change is from a course with higher fee to a course with a lower fee, no refund of the difference in the fee shall be made. However, where the change is from a course with a lower fee to a course with a higher fee, the student shall be liable to pay the difference.
- b. If any student wishes to change from one section/batch to another, he or she may be allowed to do so at the permission and sole discretion of the AESL and is subject to the following conditions:
 - Parent / Legal guardian must submit a written application for change of Section/batch addressed to the AESL. Applicable fee shall be payable to AESL for batch/section change.
 - Such change cannot be claimed and/or demanded as a matter of right and shall be subject to the availability of seats. The decision of the AESL in this regard shall be final and binding. It can be done only once)

(Parents/Guardian Signature)_____

(Student Signature)_____

Transfer Policy:- Steps to Apply for Transfer:

- Submit a written application stating the reason for seeking a transfer.
- The application should be submitted by the Parent / Legal guardian for transfer of their ward addressed to the AESL.
- Attach all supporting documents justifying the transfer.

A. Transfer of students (Intra-city PCC/ inter-city PCC)

| S.No. | Case | Payment of Fee | | | | | | | | | |
|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------|----|-------------------------------------------------|--------------------------------------------------------------|----|------------------------------------------------------------------------|---------------------------------------------------|------------------------------------------------------------------------|
| 1. | For Fee paid in Installments | Pay the balance amount in accordance with the fee structure of the transferee Branch / Centre (*As mentioned in Prospectus) as per the payment schedule | | | | | | | | | |
| 2. | For Fee paid in lump sum or instalments • Transfer to Branch / Centre having higher fee than the fee of transferor Branch / Centre | Pay the difference in fee between the two | | | | | | | | | |
| 3. | For Fee paid in lump sum • Transfer to Branch / Centre having lower fee than the fee of transferor Branch / Centre | No refund shall be made with respect to the difference in the amount of fee between the two | | | | | | | | | |
| 4. | Where application for transfer received on the due date of fee installment For Example: In case the due date of the payment of fee is Sept. 4 <table border="1"> <thead> <tr> <th>S.No.</th><th>Case</th><th>Status</th></tr> </thead> <tbody> <tr> <td>a.</td><td>If a student applies for transfer on August 31.</td><td>Request Considered & Transfer Certificate Issued / Confirmed</td></tr> <tr> <td>b.</td><td>If a student applies for transfer on Sept., 1, 2, 3, 4, or even beyond</td><td>Request shall be Considered after payment of fees</td></tr> </tbody> </table> | S.No. | Case | Status | a. | If a student applies for transfer on August 31. | Request Considered & Transfer Certificate Issued / Confirmed | b. | If a student applies for transfer on Sept., 1, 2, 3, 4, or even beyond | Request shall be Considered after payment of fees | Pay the stipulated installment amount at the transferor branch/ centre |
| S.No. | Case | Status | | | | | | | | | |
| a. | If a student applies for transfer on August 31. | Request Considered & Transfer Certificate Issued / Confirmed | | | | | | | | | |
| b. | If a student applies for transfer on Sept., 1, 2, 3, 4, or even beyond | Request shall be Considered after payment of fees | | | | | | | | | |

Note:

- Students need to pay the applicable transfer fee to the AESL which will be communicated by the Branch/ Centre.
- At the time of joining the transferee branch/centre, submit the following documents; to the AESL.
 - Residential address proof, where such transfer was sought citing change of residential address or parent/guardians' transfer order.
 - Details of the fee paid at the transferor Branch / Centre duly certified by the In-charge / Head of Accounts Department of the transferor Branch / Centre.
- The Intra-city transfers (i.e., transfer from one Branch / Centre to another Branch / Centre in the same city) are allowed in exceptional under any circumstances whatsoever at the sole discretion of the AESL.
- The number of inter-city transfers permitted for a student is 2. Beyond that the AESL reserves the right to refuse any transfer request to another branch/centre.
- Student needs to pay the full registration, Admission & digital access fee, and 1st installment to be eligible for inter-branch transfer

B. Transfer of Students from Phygital Classroom Course to Aakash Digital Course

| PCC to AD | | |
|--------------------------------|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Fee Components | Before Batch Commencement | After Batch Commencement |
| Registration Fee | Registration fees for AD Courses is waived off if PCC registration fee is completely paid | |
| Admission & Digital Access Fee | Admission fees for AD Courses waived off, if the PCC admission fee is completely paid | |
| Tuition Fee | Adjusted against AD Course fees, balance refundable after PCC Drop Off | Digital fees to be paid (% of Installment due** on or after transfer application date) X (Aakash AD Tuition, Classroom and Technology fees calculated at PCC Discount), Balance refundable after completion PCC |
| Classroom Service Fee | | |
| Technology & Exam Fee | | |

** in case of lump sum this will be calculated as future instalments that were prepaid

Note:

- In case of lump sum payment in the classroom (PCC), total payment against future installment due dates for classroom course will be adjusted against the Digital installment, balance if any, shall be refundable, after transfer from Classroom.
- Student needs to pay the full registration amount in the classroom (PCC) program, to be eligible for transfer from Classroom (PCC) to Digital (AD).
- Transfer from Classroom (PCC) to Digital shall be allowed at the sole discretion of the AESL.
- For Loan Case, loan related to the PCC course will have to be foreclosed. Based on the Loan O/S with the Refundable Amount, following scenarios will be relevant
- If Loan Outstanding amount is greater than the Refund applicable, the Refund amount will be paid to the loan partner directly by AESL and student/ parent needs to pay the difference to the loan partner to foreclose the loan before transfer
 - If Loan Outstanding amount is less than the Refund applicable, current loan O/S

to be paid to the loan partner by AESL before transfer and loan is to be foreclosed, difference amount will be paid to the student/ parent after the completion of transfer process

- If refinancing is needed for the new (Digital) course, the student/parent needs to apply for a fresh loan and follow the process outlined by the loan service provider.

C. Transfer of Students from Aakash Digital Course to Phygital Classroom Course

| AD to PCC | | |
|--------------------------------|---------------------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| Fee Components | Before Batch Commencement | After Batch Commencement |
| Registration Fee | Amount to be adjusted towards the PCC registration fees, balance (if any) to be paid | |
| Admission & Digital Access Fee | Amount to be adjusted towards the PCC admission and digital access fees, balance to be paid | |
| Tuition Fee | Adjustable against RCC course fees | 100% adjusted less cost of services computed basis pro-rata calculation |
| Classroom Service Fee | | |
| Technology & Exam Fee | | |

Note:

- Cost of services availed calculated basis pro-rata calculation: No. of days' services availed from the Batch Joining Date/ Registration Date, whichever is later, to submission of course-change application, to be deducted and balance adjusted against PCC course fee, balance if any, shall be refundable, after transfer from Digital (AD) course.
- Classroom (PCC) balance amount will be calculated as per the fee structure of the transferee branch (*As mentioned in Prospectus)
- Transfer from Aakash Digital to Classroom (PCC) shall be allowed at the sole discretion of the AESL.
- For Loan Case, loan related to the Digital (AD) course will have to be foreclosed. Based on the Loan O/S with the Refundable Amount, following scenarios will be relevant
 - If Loan Outstanding amount is greater than the Refund applicable, the Refund amount will be paid to the loan partner directly by AESL and student/ parent needs to pay the difference to the loan partner to foreclose the loan before transfer
 - If Loan Outstanding amount is less than the Refund applicable, current loan O/S to be paid to the loan partner by AESL before transfer and loan is to be foreclosed, difference amount will be paid to the student/ parent after the completion of transfer process
- If refinancing is needed for the new (PCC) course, the student/parent needs to apply for a fresh loan and follow the process outlined by the loan service provider.
- Any un-adjusted fees in Tuition, Classroom and Technology and Exam fees shall be refundable after the completion of PCC course. Registration, Admission and Digital Access fees are non-refundable in any scenario.

For details on transfer policy, refer to our transfer policy online at the below link: <https://www.aakash.ac.in/refund-transfer-policy>

D. Transfer of Students from RCC to Phygital Classroom Course and vice versa

| RCC to PCC and vice versa | | |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| Fee Components | Before Batch Commencement | After Batch Commencement |
| Registration Fee | Registration fees for PCC/RCC is adjusted toward RCC/PCC Registration fee, Balance (if any) to be paid, Excess (if any) to be carried to adjust under other fee components | |
| Admission & Digital Access Fee | Admission & Digital Access fees for RCC/PCC is adjusted toward PCC/RCC Adm & D fees, Balance (if any) to be paid, Excess (if any) to be carried to adjust under other fee components | Admission & Digital Access fees for RCC/PCC is fully adjusted toward PCC/RCC Adm & D fees, Balance (if any) to be paid. |
| Tuition Fee | Adjusted against PCC/RCC fees, Excess refundable after RCC/PCC Drop Off | RCC/PCC other fees to be paid as : (% of services unutilized X (100- RCC/PCC discount) X (PCC/RCC Tuition, Classroom and Technology fees) |
| Classroom Service Fee | | |
| Technology & Exam Fee | | |

Note: Student needs to pay the full registration and Admission amount in the RCC/PCC program, to be eligible for Drop off from RCC & Enrolment to PCC or vice versa

- % of Services Unutilized: % of (Any unpaid installment plus Installment due on or after the transfer application date) over the Total Installment Amount (in case of lump sum this will be calculated as future installments that were prepaid)
- Drop off from Classroom (RCC) & Enrolment to PCC shall be allowed at the sole discretion of the AESL.
- If refinancing is needed for the new PCC/RCC course, the student/parent needs to apply for a fresh loan and follow the process outlined by the loan service provider.

Refund Policy:-

The AESL works transparently. Our Refund policy ensures that all the refunds are processed fairly. In case, a student expresses his intention of not attending the course, and withdrawing his admission, we would require a refund Application / Grievance Letter from Parent / Guardian (along with the relationship) to be submitted to Branch/ Centre in person stating the reason for seeking a refund. The date of submission of the written application for refund at the Branch / Centre will be considered for calculation of the refund amount. The refund will be processed only in the "Savings Account" and not in any other type of account.

(Parents/Guardian Signature) _____

(Student Signature) _____

1. Refund Policy For Phygital Classroom Courses:

- Registration Fee is NOT refundable under any circumstances whatsoever.
- Admission Fee is NOT refundable if refund applied after the Batch Start Date
- Short Term Classroom Course Fee / Test Series Fee is NOT refundable under any circumstances whatsoever.
- Fee paid towards Admission Cum Scholarship Test (ACST), Aakash National Talent Hunt Exam (ANTHE) & Instant Admission Cum Scholarship Test (iACST) is NOT refundable under any circumstances whatsoever.

| Fee Components | Before Batch Commencement | Week 1 | Week 2 | Week 3 | Week 4 | Week 5 or later |
|--------------------------------|---------------------------|---------------------------------------------|---------------------------------------------|---------------------------------------------|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Registration Fee | Non-Refundable | | | | | |
| Admission & Digital Access Fee | Non-Refundable | | | | | |
| Tuition Fee | 100% Refundable | 25% of the 1st Installment will be Deducted | 50% of the 1st Installment will be Deducted | 75% of the 1st Installment will be Deducted | 100% of the 1st Installment will be Deducted | Minimum of the below is refundable: 75% of (Tuition, Classroom Service, Exam, Technology Fee Payable) OR Total Amount paid as the future Installments, due on or after the refund application date. |
| Classroom Service Fee | | | | | | |
| Technology & Exam Fee | | | | | | |

Note:

- Week-1 will be counted from the date of registration by the student or the date of start of the batch, whichever is later.
- Total course duration is calculated from the Batch start date / Registration date, whichever is later to the Course End date.
- Future Instalment dates will be considered as per the payment schedule shared and will not be as per the Loan EMI date (if any loan taken).
- The discontinued student will retain Digital Access (excluding live class platforms like MS Team, Crystal, etc.) only if the Admission Fee is fully paid and has not been refunded at any point

2. Refund Policy for Tablet Course or Standalone Tablet:

- In case a Student has opted for a Standalone Tablet, there will be no refund in case of any cancellation of the admission.
- In case a student has opted for the Tablet Course, the Admission Kit Fee shall be refunded as mentioned under the Refund Policy after adjusting the cost of the Product.

3. Key things to be kept in mind for the Calculation of Refund

| S.No. | What will be considered? | What will NOT be considered? |
|-------|----------------------------------------------------------|--------------------------------------------|
| a. | Batch Start Date/ Registration Date, whichever is later | Date when the student attended first class |
| b. | Date of submission of application for withdrawal/ refund | Date of last class attended by student |

Illustration (Strictly for illustration purposes only)

| S.No. | For the Purpose of Refund Calculation | Date |
|-------|----------------------------------------------------|------------------------------------------------------------------------------|
| a. | Registration Fee payment Date | 8th July |
| b. | Date of Batch Commencement | 10th July |
| c. | The student actually joined the Class | 16th July |
| d. | Last class attended | 14th Nov. |
| e. | Submission of application for withdrawal or refund | 13th Dec. |
| f. | Refund shall be calculated from | 10th July - 13th Dec. |
| g. | Refund will NOT be calculated from | 16th July - 13th Dec. OR 16th July - 14th Nov. OR 8th July - 13th Dec. |

The loan amount will be refunded to the loan partner based on AESL Refund policy eligible amount.

In case, you have opted for loan through Lending Service Provider for payment of fee to AESL and apply for fee refund, AESL will pay the refundable fee to the Lending

Service Provider (toward payment of your loan amount or part there of) based on AESL Refund policy eligible amount.

If any Outstanding remains with the Lending Service Provider after refund of the as-per policy amount then the same has to be cleared/paid by the student's parents in coordination/accordance with the lending policies of the Lending Service Provider. Under no circumstances, AESL will be responsible for your unpaid obligations or any other obligations towards the Lending Service Provider, which are governed by the lending policies of the Lending Service Provider.

Illustration (Strictly for illustration purposes only)

| | Case-I | Case-II | Case-III |
|-------------------------------------------------------|--------|---------|----------|
| Loan Taken By the Parent | 50,000 | 50,000 | 50,000 |
| Loan Outstanding amount at the time of Refund Request | 30,000 | 30,000 | 30,000 |
| As per Policy Refundable Amount | 20,000 | 30,000 | 35,000 |
| Refund to be made to the Parent | NIL | NIL | 5,000 |
| Amount to be paid by the Parent to the Loan Partner | 10,000 | NIL | NIL |

Mode of Payment of Refund:

All kinds of refunds shall be paid through NEFT/Online Transfer ONLY. The refunds shall only be processed in the account of the student/parent/guardian as may be provided by the student/parent/guardian to AESL. The refund shall be credited within a reasonable time from the date of receipt of an application for withdrawal of admission by the appropriate Branch / Centre.

NOTE: The AESL shall not be held responsible and/or accountable for crediting refund money to the bank account incorrectly if the bank details furnished by the student/parent/guardian are incorrect.

Fee Refund Calculated Basis Scholarship earned in actual exam:

- Students eligible for scholarships should submit their application for refund based on the scholarship earned along with the photocopy of the Class X Board Exam mark-sheet on or before 26th July.
- Any application for Fee refund basis scholarship earned received beyond 26th July shall be rejected and the student and/or parent shall not be entitled to receive any refund under any circumstances whatsoever.
- The Fee refund basis scholarship earned amount shall be paid to the student / parent/guardian based on the eligible merit scholarship in the 1st week of August.
- In case of withdrawal of admission of Scholarship Students, the Student / Parent / Guardian shall be entitled to a refund according to the terms of the Refund Policy and there shall be no exceptions.

Refer our transfer policy online on the below link:

<https://www.aakash.ac.in/refund-transfer-policy>

GST and other Taxes:-

- In case any additional GST or any kind of taxes are levied by the Govt. or as per any law, on any type of scholarship/concession given to the student at the time of admission or during the progress of the course, then, the same will be charged/recovered from the student/parents from the date of enforcement of the act by the government.

For Example: If a student is given a 100% scholarship then, he/she may not be charged any amount on account of the Registration Fee, Admission Kit and Digital Access Fee, Classroom Service Fee and Tuition Fee (Except Technology Fee and exam Fee) depending on management discretion, but in case GST or any other tax is levied thereupon by the Govt. or as per law at any point of time, then the same will be charged/recovered from the student/parents.

- In case, the government levies any kind of tax or increases the existing GST of 18%, then, such additional liability will be payable by the student/parent from the date from which such tax or increase in GST has come into force. In case of non-payment, the same shall be recovered from a student via debit from their security deposit. Moreover, any fee due or pending payments or penalties due towards the AESL shall also be debited from the security deposit amount, without prior intimation to the student/parent/guardian.

Students Conduct:-

- ID Cards: Each student shall be issued an identity card before their first class. The entry to classes/appropriate Branches / Centres shall be only with Identity Cards. In case, a student has not received the ID Card and classes have started, he/she must bring a fee receipt copy with him/her for entry to the appropriate Branch / Centre of AESL.
- Late Arrival: A student arriving 10 minutes after the start of classes/tests shall not be allowed to enter the classroom/examination room.
- Absenteeism:
 - Any study material given during the classes or otherwise, shall not be given to those students, who are absent without prior application request from the parents/guardians. No request / personal appointments in this regard shall be entertained.

(Parents/Guardian Signature)_____

(Student Signature)_____

- If a student is absent or misses a test, he/she can collect his / her question paper from the appropriate Branch / Centre of the AESL within 10 days from the date of the test, beyond which no requests in this regard shall be entertained.
 - If any student remains absent for more than 10 days consecutively without any prior written application, he/she shall not be allowed to attend/join classes and shall not be given any test paper(s). He/she shall be expelled from the AESL. No separate intimation will be sent to the parents in this regard. No fee or part of the fee paid/encashed shall be refunded in such cases. The decision of AESL in this regard will be final and binding on the students & parents.
- d. Sincerity and Discipline: All students enrolled with the AESL are expected to work hard regularly. Students, after qualifying Admission Cum Scholarship Test and taking admission at any of the Branches/Centres of the AESL shall be bound by the rules and regulations of the appropriate branch/centre in all matters whatsoever, including the applicable fee & fee schemes applicable at the Branch / Centre.
 - e. Supplying photocopies of Admit Cards, etc.: Students enrolled with the AESL shall provide photocopies of Admit Cards of various Foundations Level / Medical / Engineering Entrance Exams, as soon as they receive the admit cards from the examining body before/during Test Series to be conducted in March, failing which the student shall not be allowed to attend free Test Series & shall not be given Test papers.
 - f. The AESL reserves the right to discontinue/rusticate a student from the enrolled course, in case any of the students is found to be misconducting, using foul language or threat over phone, email or in-person towards the AESL or any of the staff members of the branch/centre or corporate.
 - g. The AESL reserves the right to dis-continue/rusticate a student from the enrolled course, in case any of the student is found to be misconducting, inside or outside the branch premise (Disturbance in the class by inappropriate use of language or watching videos in class, fighting Inside Aakash branch premise, causing injury to a student/s, carrying inappropriate material, carrying any harmful item, Instance of mental/physical harassment of other students, inappropriate conduct in the branch, severe breach of privacy / conduct by a student, passing comments and following a female student, inappropriate touch, physical harm / damage to the AESL property or causing theft to the property or in the AESL premises in any manner.
 - h. In case of exit or movement of any teacher or faculty at any branch/centre, the student is not permitted or allowed to create any discord or hooliganism at the branch/centre. Proper grievance should be registered with the competent authority, which will be resolved as soon as possible.

Parents/Guardians' Conduct:-

- a. It is the responsibility of the parents to submit the fee of their ward in time as per the schedule given in the prospectus. AESL will not send any reminders or calls to the Parents/Guardians/students for submission of fees.
- b. The parents can meet the personnel at the concerned Branch / Centre for any enquiry about their ward's progress or any other problem concerning their ward with a prior appointment.
- c. Any change in Permanent / Correspondence Address, Mobile No. (student & parent) & E-mail ID should be notified in writing to the concerned Branch / Centre within 10 days of such change.
- d. In the event the parent is not residing or is not available for any reason in the city where the student is enrolled with AESL, it is mandatory for the parent to appoint a local guardian and to provide his/her full name, correspondence details (including mobile number and e-mail) who will be taking care of day-to-day activity of the student. AESL shall not be held responsible in any manner whatsoever for the misconduct or illegal actions/omissions of the students. As the student it is compulsory/mandatory to provide a complete and correct E-mail ID / Mobile No. of the Student / Parents / Guardian. The result of tests or any other information from AESL will be sent to the student by SMS and on his / her email ID, The AESL shall not be responsible for the non-receipt of any information regarding the result or anything else owing to non-supply or supply of incorrect information in the Admission Form at the time of admission in this regard or for technical glitches beyond the control of AESL. Non-receipt of information through SMS or e-mail should be promptly notified to the appropriate Branch / Centre for necessary steps.
- e. AESL reserves the right to discontinue/rusticate a student from the enrolled course, in case any of the parent/guardians are found to be misconducting including but not limited to using foul language or issuing threats over the phone, email or in person towards the Institute/AESL or any of the staff members of the Branch / Centre or Head Office of AESL, disturbance in the branch/center/centre by inappropriate use of language or fighting, causing injury to any student/staff/visitor, carrying inappropriate material, carrying any harmful item, an instance of mental/physical harassment of other students/staff, inappropriate conduct in the branch, breach of privacy, passing comments, inappropriate touch physical harm/ damage to the AESL property or causing theft to the property or in the AESL premises in any manner.

- f. The AESL is responsible for providing teaching and admin staff to all its students for the course. In case of exit or movement of any teacher or faculty at any Branch / Centre, the parent/guardian is not permitted or allowed to create any discord or hooliganism at the Branch / Centre. Proper grievance should be registered with the competent authority, which will be resolved as soon as possible.

Limitation of Liability:

Eligibility

It is for the students themselves to ascertain whether he/she is eligible for a particular competitive / entrance examination or not. The AESL and/or the branch/Centres shall not be held liable in the event a student's admission form cannot be forwarded or is rejected by the examining body on any ground whatsoever. Such a student cannot claim a refund of the whole or any part of the fee he/she has paid to the AESL.

It shall be the sole responsibility of the students to procure and forward duly filled and completed entrance exam admission application forms to the concerned examining bodies. The AESL owes no duty in this regard and shall not be held responsible for any failure on the part of the student in this regard.

- b. Force Majeure: AESL shall not be liable for any delay or failure to perform its obligations (in total or part) if such delay or failure is due to any cause(s) including but not limited to, acts of God, strikes, lockouts, riots, lockdown, government restrictions, sanctions, wars, terrorism, insurrections, civil disturbances, earthquake, weather, fire, epidemic, pandemic, lockdown, explosions, and/or any other cause beyond the reasonable control of the AESL ("Force Majeure Event"). AESL shall not be held liable for any loss and/or damage of life or property due to any mishapening and/or accident at AESL due to the reason of Force Majeure Event. Furthermore, it is further understood that in case of lockdown or for any reason due to any other reason on the account of which classes can't be held at any branch/centre of AESL, such classes may be held/conducted in online mode in the interim in compliance with the laws, rules and/or regulations as may be applicable under the law for time being in force. Accordingly, no refund shall be given to any of You in such cases. However, classes may not be conducted in any mode (offline and/or online), if running of the classes is prohibited as per the applicable laws, guidelines, and regulations, during such period Force Majeure event. No refund shall be made to any student/parent/guardian in this respect.
 - c. Consequences upon wilful violation of rules by student: AESL or its Branches and/or Centres shall not be held liable for any loss and/or damage of life or property due to any mishapening and/or accident at any branch and/or centre arising out of wilful violation by the students, of express rules, censures and warnings issued by AESL or its Branches and/or Centres.
 - d. Personal Property: Students are required to keep their mobile phones switched off mode while in classes or tests. AESL or its Branches and/or Centres shall not be held responsible for any loss/theft of a mobile phone or any other personal device that the student carries to AESL or its Branch / Centre.
 - e. Misprint & Defective Lessons: Each lesson is checked thoroughly to rectify errors in study material before it goes for printing. However, considering the large number of pages involved, some misprints or errors may occur and AESL shall not be held liable for any loss and/or damage due to any misprints or errors in study material. In case you notice it, please inform the Centre / Branch Head. Please check all the booklets and pages carefully. Blank or missing pages in the lesson must be brought to the notice of the Branch / Centre Head within 5 days of receiving the study material.
- #### General Clause:
- a. Seating arrangements for parents: AESL or its branch / Centres shall not be responsible for providing seating arrangements/ waiting areas to the parents who wish to wait while the classes and/or tests of their wards are in progress.
 - b. Student / Parent communication: AESL may contact from time-to-time to the parents/ students/ guardians through SMS, WhatsApp, email and call to give notifications on various important updates. Therefore, the students/ parents/ guardians should not hold AESL liable for any liabilities including financial penalties, damages, or expenses in case the student/parent/guardian's mobile number is registered with Do Not Disturb (DND) or National Do Not Call (NDNC) Registry database. The students/parents/guardians undertake and represent not to lodge any claims against the Institute in this regard.
 - c. Intellectual Property Rights: Intellectual Property Rights mean and include but are not limited to products, proprietary information, patents, trademark rights, logos, technology, study material, utility models, design, know-how, trade secrets, databases, industrial processes, source codes, copyrights (including rights in computer software) and any other intellectual or industrial property rights (whether registered or unregistered) subsisting or recognized under the law applicable for time being in force. It is clearly understood and agreed that the AESL shall own and retain all rights, titles and interest in and to any Intellectual Property Rights created or developed by AESL. Nothing contained herein shall assign or transfer in any manner whatsoever, any of the rights, title, or interest in Intellectual Property Rights of one Party to the other Party.

(Parents/Guardian Signature)_____

(Student Signature)_____

- d. By signing this admission form it is understood that You have read, understood, and consented to all the terms and conditions of this admission form. It is further understood that post admission of the students, You shall not make false excuses or misrepresentations of not reading the terms and conditions mentioned under this admission nor can be used as an excuse for any kind of additional refund or discount.
- e. *Scholarship/concession /discount Note: In case GST or any kind of indirect tax is levied by the Govt. or as per any law, on any type of scholarship/concession/ discount given to the students at the time of admission or during the progress of the course, then, the same will be charged/recovered from the student/parents/ guardians.
- f. I understand and agree that the personal information will be collected by Aakash Educational Services Limited ("AESL") while submitting the admission form and the personal information may be used or stored by the AESL as mentioned under the AESL's Privacy Policy at <https://www.aakash.ac.in/privacypolicy>. I have read and agree to the AESL's privacy policy in its entirety. I have also read, understood, and agree to abide by the terms of the consent form enclosed with this admission form.

Publicity:

AESL reserves the right to use the single / group photograph(s) and name of the student for publicity in all kinds of media, if the student secures a position/rank or succeeds in any Foundations / Medical / Engineering Entrance Exams in India or any test at international level at any time. In addition to the photograph, AESL also reserves the right to record video-audio testimonials of the student & parent for referencing or promotion, as required by AESL at any stage during and/or after the completion of the course for publicity in all kinds of media. No separate permission will be taken from parents/students for the same.

Reservation of Rights:

- a. AESL reserves its right to make any alteration in its programs/venue/timing and days of classes without any prior notice to students/parents. The decision of AESL will be final and binding on the students & parents.
- b. Franchisee can make changes as per the guidelines/instructions from AESL
- c. The Examination Centre of any place can be changed as per the requirement/ need of AESL or Branch / Centre without any prior notice to the students/ parents.

At all times, AESL retains an unconditional and irrevocable right to modify, change, or delete these terms and conditions or any part thereof, without any prior notice. It shall be Your responsibility to check the updated terms and conditions which are also available at <http://aakash.ac.in/termsconditions>.

Security Deposit:

- a. Each student will be charged interest free refundable security deposit of INR 2,000/- at the time of admission.
- b. AESL or its successors reserves the right to exempt any of the courses or Branches / Centres from the collection of security deposit from the students at the time of admission, even in the case of Franchise. Similarly, the responsibility of refunding the same will also be of AESL only.
- c. This amount shall be refunded after successful completion of the courses. The branch will initiate a bank details confirmation link/online form to the registered Mobile Number and registered Mail ID of the student. Student/Parent will submit the form with the help of an OTP sent to the registered phone number only. A cancelled Cheque copy or a Bank passbook scanned copy is required to fill up the form.
- d. Security deposit refund will be initiated in NEFT mode only after submission of the online form by the Parent/Student within 45 days. The refunds shall only be processed in the account of the student/parent/guardian as may be provided via the link/online form.
- e. In case the request is not in compliance with the above specified requirements, AESL shall not be obligated to entertain such request and it

shall not be the responsibility of AESL to make any refund against such requests.

- f. Non-receiving of the Link/online form within six months of the date of completion of the course should be reported to the Branch. A security deposit refund is eligible only if the Security Deposit amount is not fully adjusted and to the extent of the amount not adjusted. AESL shall not be under any obligation to entertain a request made after six months.
- g. Security Deposit Adjustment Scenario: The security deposit shall be adjusted against the following dues, if any, from the student and the balance if any will be payable:
- Levies any kind of indirect tax or increase in the existing GST of 18% by the Government authorities;
 - Outstanding fees from the student;
 - Miscellaneous charges, inter-alia, including fees for issue of duplicate identity card, charges towards cheque bounce, course/stream/branch transfer out charges, penalty against disciplinary action by AESL etc.

Disclaimer:

If at any point in time, there is a change in the policy of the Govt. / conducting body regarding the pattern of Entrance / Competitive Exams AESL will immediately update/modify the course contents, and assignments, and reschedule the days and timings as per the need to meet the requirements of the new pattern of exam.

Dispute Resolution:

For any grievances, you may mail us at grievances@aesl.in. Alternatively, you may submit your written complaint at the concerned branch/centre during office hours.

Office Timings: 9:00 A.M. - 7:30 P.M. (Weekday)
8:00 A.M. - 5:30 P.M. (Saturday & Sunday)

Where such grievances are not addressed to your satisfaction or in case, any dispute or difference arises between you and AESL regarding the interpretation of these terms and conditions, non-payment of any claim or any dispute arising out of or under these terms and conditions, the same shall be referred to the arbitration within 60 days of either party notifying the other party to the Agreement of such dispute, for adjudication under the provisions of Arbitration & Conciliation Act, 1996. Parties shall mutually appoint a sole arbitrator, whose decision shall be final and binding upon the parties. The sole Arbitrator shall conduct the arbitration proceedings in New Delhi.

It is also agreed between the parties that the arbitration proceedings would be conducted in English only and in no other language. If such appointed Sole Arbitrator is unable to continue with such Arbitral proceedings for any reason whatsoever, a new Sole Arbitrator shall be appointed by mutual consent of the parties who shall continue with the Arbitral proceedings from the stage where the proceedings were left by his predecessor.

That the Courts at New Delhi shall have exclusive jurisdiction (subject to the arbitration proceedings which are to be also conducted at Delhi) over any or all disputes arising out of this Agreement and the parties hereby submit themselves to the jurisdiction of such Courts and/or Tribunals.

Important Information:

Please read these conditions carefully as they shall form part of the contract between the Parent / Student (If he/she is a major) and AESL. If required AESL can sub-contract or hire or appoint a franchisee to provide the service on AESL's behalf. Further by admitting/enrolling your ward at AESL and by paying the requisite fees, you explicitly acknowledge that you have read & understood the terms and conditions relating to admission to AESL (also available at AESL's Website at <https://www.aakash.ac.in/termsconditions>) and agree to abide and be bound by it. Any deficiency in the admission process cannot be pleaded as an excuse for not abiding by the terms and conditions relating to admission/payment of fees/refund / usage of student name by AESL etc.

(Parents/Guardian Signature)_____

(Student Signature)_____