



## **Fee Protection and Refund Policy**

### **Fee protection**

Fees paid by international students are secure and protected against the possibility of an interruption to the course. Our school's internal procedures to monitor income and expenditure ensure that money is controlled appropriately.

### **Fee refunds**

If a student withdraws from their course of study before the completion date, they may be eligible for a refund of tuition fees. The school will always investigate requests for a refund and act fairly.

### **Refund eligibility**

The school will consider refunding all or part of your fees if:

- there are special circumstances and you supply proof (e.g. the child has a serious illness or accident, or you need to return home because of the death of a family member)
- your child gains permanent residency during the course (you will need to provide documentation of the residency within 14 days of it being granted)
- the school is closed for a period of one week or more due to force majeure. (Force majeure means an event beyond the reasonable control of the school, such as snow, earthquake, etc.)

The school is not obliged to refund fees if your child:

- has been asked to leave the school because of poor attendance or a breach of enrolment conditions
- wishes to transfer to another educational institution for any reason
- has special needs that you did not explain to the school on the enrolment form.

### **Refund conditions**

- If the application is made before the start of the course, fees will be refunded in full less an administration fee of NZD500 to cover any costs incurred by the school.
- If the application is made after the start of the course a minimum of 14 days' notice is required.
- If the application is made before the second half of the course, the fee will be partially refunded and calculated on weeks remaining in the contractual tuition period less:
  - an administration fee of NZD500
  - costs to the school already incurred
  - components of the fee already committed for the duration of the course
  - cost already incurred for the use of facilities and resources
  - the proportion of the government levy the school is required to pay
  - any agents' fees paid by the school for the duration of the course.

- If the application is made after the second half of the course there will be no refund except under exceptional compassionate circumstances.

***If a student gains permanent residency during their course***

- If an international fee paying student gains permanent residency during their course documentation must be provided and the student will qualify for a refund on the balance of their course calculated as above.
- If a student gains permanent residency their international enrolment will be terminated. If the student wishes to enrol as a domestic student, they must meet the school's enrolment criteria.

***If the school ceases to provide the agreed programme or ceases to be a signatory to the Code of Practice***

- If the school ceases to provide the agreed programme or ceases to be a signatory to the Code of Practice the school will deal with the fees paid for services not delivered or the unused portion of fees by:
  - refunding the amount in question to the student (or the student's parent or legal guardian)
  - transferring the amount to another signatory as agreed with the student (as specified in the Code).

## **How to apply for a refund**

Parents must apply in writing to the Board of Trustees, setting out the special circumstances of the claim. Any refund will be based on the date that the letter of application for the refund is received.

## **Payment of refunds**

Any refunds will be paid directly to the parent of the student unless the school is instructed otherwise in writing.

## **Termination of enrolment**

The school is required to notify Immigration New Zealand when a student's enrolment is terminated.

## **Acceptance of terms and conditions**

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I understand and accept these fee refund terms and conditions:

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Parent's name:

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Parent's signature:

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Date:

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