

## POLICY

### REFUND POLICY

#### Purpose

This refund policy outlines how the school will manage a request for a refund of international student fees from the organisers of group study tours of less than one term's duration. For students travelling together, but enrolled for one full term or longer, the school's normal refund policy will apply.

#### **Requests for a refund of fees on cancellation of a group study tour or early withdrawal by one or more students on the tour**

The school will consider all requests for a refund of fees. Requests should be made in writing to the school as soon as possible after the circumstances leading to a request.

A request for a refund should provide the following information to the school:

- The name of the study tour
- The circumstances leading to cancellation of the tour / student withdrawal
- The amount of refund requested
- The name of the person and organisation requesting the refund
- The name of the person and organisation who paid the fees
- The bank account details to receive any eligible refund
- Any relevant supporting documentation such as receipts or invoices

#### **Non-Refundable Fees**

The following fees are non-refundable:

|                     |                                                                                                                                                                                                                                                                                                                                                                                       |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Administration Fee: | Administration fees meet the cost of processing study tour and are incurred whether or not the tour goes ahead                                                                                                                                                                                                                                                                        |
| Insurance:          | Once insurance is purchased, the school is unable to refund insurance premiums paid on behalf of students. Tour organisers may apply directly to an insurance company for a refund of premiums paid.                                                                                                                                                                                  |
| Tuition Fees:       | <ol style="list-style-type: none"><li>1. Where one or more individual students on a study tour voluntarily returns home early for any reason, there will be no refund of tuition fees except in exceptional circumstances.</li><li>2. Where one or more students return home early following disciplinary processes by the school, there will be no refund of tuition fees.</li></ol> |

|                            |                                                                                                                                                                                                   |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                            | 3. Where the tour is cancelled prior to arrival in New Zealand the school will consider the circumstances leading to the cancellation of the tour and may refund some or all of the tuition fees. |
| Outstanding Activity Fees: | Any activity or other fees incurred by a student during enrolment and owed to the school at the time of withdrawal, will be deducted from any eligible refund.                                    |

### **Requests for a refund for failure to obtain a visitor visa**

If students studying on a group tour fail to obtain a visitor visa, a refund of international student tuition fees will be provided less an Administration Fee of \$750. Evidence of visa decline must be provided to the school.

### **Requests for a refund in the event of natural disaster or epidemic or other event causing travel disruption**

Where circumstances beyond the control of the tour organisers, relating to volcanic eruption, earthquake, epidemic or other event beyond their control result in cancellation of the tour, and the school is satisfied that cancellation is necessary, tour fees will be refunded less any relevant non-refundable fees outlined above.

### **Requests for a refund where the study tour is cancelled by the organiser for any other reason**

The school will consider the circumstances of the cancellation, but except in the circumstances described above relating to a natural disaster or epidemic, tuition fees are non-refundable.

### **Requests for a refund for failure to provide a course, cessation as a signatory or cessation to be a provider**

If the school fails to provide the agreed course of education or is no longer a signatory to the Code or no longer operates as an international education provider, the school will negotiate with the tour organiser to either:

- Refund the unused portion of international student tuition fees or other fees paid for services not delivered or
- Transfer the amount of any eligible refund to another provider or
- Make other arrangements agreed to by the tour organiser and the school.

### **Other circumstances where a refund request may be considered**

In certain circumstances, a compassionate refund may be considered. The tour organiser should apply to the school for a refund outlining the circumstances leading to the early withdrawal of the student and should provide documentary evidence of these circumstances.

### **Refunds to be made to the country of receipt**

Unless otherwise agreed in writing, all eligible refunds of fees received from outside of New Zealand will be refunded to a nominated bank account in the source country.

### **Rights of tour organisers and families after a decision regarding a refund has been made**

A decision by the school relating to a request for a refund of international student fees will be provided to the tour organiser in writing and will set out the following information:

- Factors considered when making the refund decision
- The total amount to be refunded
- Details of non-refundable fees

Tour organisers and families have the right to submit a grievance to the Code Administrator or Disputes Resolution Scheme in the event they are dissatisfied with a refund decision made by the school.

## **Review and Reporting**

### **Review**

The school will review the conditions relating to this policy as part of the annual self-review. The school will collect and record appropriate evidence of the review.

### **Reporting**

The staff member in charge of international education will report directly to the school Principal on the operation of the school's policy for the refund of international student fees.

***This policy has been approved by the Board of Trustees:***

Approval Date: \_\_\_\_\_

***This policy has been reviewed on:***

Review Date: \_\_\_\_\_