



## **Refund Policy** (Schedule Three)

### **Request for a refund of international student fees**

1. The School will consider all requests for a refund of international student fees. Requests should be made in writing to the School as soon as possible after the circumstances leading to a request.
2. To be eligible for a refund, parents must apply in writing to the Board of Trustees within one month of the last day of attendance, providing the following information:
  - a) The name of the student
  - b) The circumstances of the request
  - c) The name of the person requesting the refund
  - d) The name of the person who paid the fees
  - e) The bank account details to receive any eligible refund
  - f) Any relevant supporting documentation such as receipts or invoice.

### **Non-refundable fees**

3. The School is unable to refund some fees. The following fees relate to expenses that the School may have paid or will incur as a result of receiving an application for enrolment and cannot be refunded:
  - a) **Administration Fee:** An Administration charges of **\$1000** covers the cost of processing an international student application and refund request, and is non-refundable.
  - b) **Insurance:** Once insurance is purchased, the school is unable to refund insurance premiums paid on behalf of the Student.
  - c) **Homestay Placement Fee:** Homestay placement fees meet the cost of processing a request for homestay accommodation by the Student. Costs incurred for arranging homestay accommodation for the Student prior to the refund request, cannot be refunded.
  - d) **Used Homestay Fees:** Homestay fees paid for time the Student has already spent in a homestay cannot be refunded. Used homestay fees may also include a notice period of two weeks.
  - e) **Portion of Unused Tuition Fees:** The School may retain a portion of unused tuition fees. Amounts retained will relate to costs that have been incurred or committed by the School and may vary.

### **Non-refundable instances**

4. The Board of Trustees will make NO refund in the following instances:
  - a) When a student is required to leave the school for breach of the rules and conditions of enrolment at the school, or has broken a New Zealand law.
  - b) Where a student has been stood-down, suspended or excluded.
  - c) When a student is enrolled for less than a term, unless the student fails to get a visa or suffers from a serious illness or injury.
  - d) Where a student returns home for any reason, other than serious illness, accident or death of a close family member. A medical certificate is required.
  - e) When a student decides to return to his/her home country because he/she is unable to settle successfully into a homestay.
  - f) If the enrolment application is found to be inaccurate in any way and the contract is terminated.
  - g) If a student wants to transfer to another school or educational institution.

### **Request for a refund for failure to obtain a study visa**

5. If an international student fails to obtain an appropriate study visa, a refund of international student tuition fees will be provided less an Administration Fee of **\$500**.

### **Requests for a refund for voluntary withdrawal from enrolment - Withdrawal prior to enrolment**

6. If the Student voluntarily withdraws prior to the start date of their enrolment, a refund of international student fees will be provided less any relevant non-refundable fees set out in this policy.

### **Requests for a refund for voluntary withdrawal from enrolment - Withdrawal after enrolment**

7. If the Student withdraws on or after the start date of their enrolment, reasonable written notice of withdrawal is required by the school. Unless otherwise agreed by the School, a refund will be provided less a minimum of ten weeks tuition fee and any other relevant non-refundable fees as outlined in this policy.

### **Requests for a refund where the School fails to provide a course, ceases as a signatory or ceases to be a provider**

8. 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 Student or their family to either:
  - a) Refund the unused portion of international student tuition fees or other fees paid for services not delivered or
  - b) Transfer the amount of any eligible refund to another provider or
  - c) Make other arrangements agreed to by the student or their family and the school.

### **Where the Student's enrolment is ended by the School**

9. In the event the Student's enrolment is ended by the School for a breach of the Contract of Enrolment, the School will consider a request for a refund less:
  - a) Any non-refundable fees set out in this policy
  - b) Ten weeks tuition fee
  - c) Any other reasonable costs that the school has incurred in ending the student's enrolment

### **Where the Student changes to a domestic student during the period of enrolment**

10. If the Student changes to a domestic student after the start date of their enrolment, reasonable written notice of the change is required by the School. Unless otherwise agreed by the School, a refund will be provided less a minimum of ten weeks tuition fee and any other relevant non-refundable fees as outlined in this policy. A student can only re-enrol as a domestic student if they reside within the Somerville Intermediate School zone. Please check the school's website <https://www.somervilleintermediate.school.nz/> for a map of the zone and other enrolment information.

### **Request for a refund of homestay fees**

11. If for any reason, the Student withdraws after the start date of their enrolment, any unused homestay fees will be refunded, less any relevant non-refundable fees set out in this policy.
12. Where a student moves from a school homestay and requests a refund of any unused homestay fees, these will be refunded less any non-refundable fees set out in this policy.

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

13. Unless otherwise agreed in writing, all eligible refunds of fees of NZD\$1,000.00 or more received from outside of New Zealand will be refunded to a nominated bank account in the source country.

### **Rights of families after a decision regarding a refund has been made by the School**

14. A decision by the School relating to a request for a refund of international student fees will be provided to the Student or Parents in writing and will set out the following information:
  - a) Factors considered when making the refund decision
  - b) The total amount to be refunded
  - c) Details of non-refundable fees
15. The Student and their family has the right to take a grievance to the Code Administrator or Disputes Resolution Scheme in the event they are dissatisfied with a refund decision made by the School.