



Refund Policy

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. A request for a refund should provide the following information to the School:
 - The name of the Student
 - The circumstances of the request
 - The amount of refund requested
 - The name of the person requesting the refund
 - The name of the person 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

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:
 - **Administration Fee:** Administration fees meet the cost of processing an international student application. Administration fees exist whether an application is accepted or not or whether a student remains enrolled after an application is accepted.
 - **A Portion of Unused Tuition Fees:** The School may retain a portion of unused tuition fees. Amounts retained will relate to costs incurred or committed by the School and may vary.

Request for a refund for failure to obtain a study visa

4. If the Student fails to obtain an appropriate study visa, a refund of international student tuition fees will be provided less any Administration Fee that has been paid.

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

5. 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

6. If the Student withdraws on or after the start date of their enrolment, the School requires a written notice of withdrawal. 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

7. 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:
 - Refund the unused portion of international student tuition fees or other fees paid for services not delivered
 - Transfer the amount of any eligible refund to another provider

- Please make other arrangements agreed to by the Student or their family and the School

Where the School ends the Student's enrolment

8. 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

- Any non-refundable fees set out in this policy
- Ten weeks tuition fee
- 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

9. If the Student changes to a domestic student after the start date of their enrolment, the School requires written notice of the change. 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.

Where the Student voluntarily requests to transfer to another signatory

10. If the Student requests to transfer to another signatory after the start date of their enrolment, the School requires a written notice of the transfer. 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.

Outstanding activity fees or other fees

11. Any activity or other fees incurred by the Student during enrolment and owed to the School at the time of withdrawal will be deducted from any eligible refund.

Refunds to be made to the country of receipt

12. 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

13. 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:

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

14. The Student and their family have the right to take a grievance to the Code Administrator or Disputes Resolution Scheme if they are dissatisfied with a refund decision made by the School.

Name of the student: _____ Name of the parent: _____

Date: _____

Signature:

Agathis Avenue, Mairangi Bay, Auckland

Ph (09)478-8424

www.mairangibay.school.nz