



## POLICY

### INTERNATIONAL FEES REFUND

#### **Rationale**

That the Board of Trustees is required to comply with the current Code of Practice for the Pastoral Care of International Students.

#### **Purpose**

To maintain a suitable management information system to record all financial transactions accurately that relate to the termination of the International Student's Contract and the application for a refund of fees.

If a student wants to voluntarily withdraw from his/her enrolment before the completion date, he/she may be eligible for a refund of tuition fees less any relevant non-refundable fees set out in this policy depending on the individual circumstances. However, please note that the School is unable to refund some fees that relate to expenses that the School may have paid or will incur as a result of accepting an enrolment and cannot be refunded.

If a refund is requested, the following procedures and guidelines will apply:

- Parents must apply in writing to the Board of Trustees setting out the special circumstances of the request at least one month prior to the last day of attendance. This application must include the following information:

- 1) Name of student
- 2) The circumstance of the request
- 3) The amount of refund requested
- 4) The name of person requesting the refund and their relationship to the student
- 5) Confirmation of bank details to receive eligible refund.

In every case, the school undertakes to look fairly and without prejudice at applications for a refund of fees or part-fees.

If the application is made before the contract commencement date:

- Fees will be refunded in full, less an Administration Fee of \$250.00 plus GST. This applies if a student is not granted a student permit to attend Summerland School.
- In the case of short term groups, fees will be refunded in full less an Administration Fee of \$100.00 plus GST per student. Refunds will only be made to individual students as part of a

group, if the non-attendance means that the group can still attend and meet the Code of Practice and all Immigration requirements.

If the application is made after the start date of the enrolment period, refunds may be considered less:

- An Administration Fee of NZ \$250.00 plus GST.
- Costs to the school already incurred for tuition, resources and programme registrations
- Components of the fee already committed for the duration of the accepted term, including retaining a portion of unused tuition fees. Amounts retained will relate to costs that have been incurred or committed by the School and may vary. If an international fee-paying student gains a change of immigration status during their enrolment period:
  - The new resident will then need to meet the requirements of the School's enrolment scheme. Documentation of residency must be provided within 14 days of it being granted. An application may be made to the Board of Trustees for consideration of a partial International Fees Refund. The Board of Trustees will make no refund:
    - When a student is required to leave the school for a breach of the rules and conditions of enrolment at the school or has broken a New Zealand law.
    - Where a student has been stood-down, suspended or excluded
    - If the enrolment application is found to be inaccurate in any way and the contract is terminated
    - When a student's application for refund of International Fees has been declined by the Board of Trustees
- Board of Trustees Payment of Refunds:
  - All refunds will be paid to the parents of the student, by way of a refund which should be to the same bank account that the International Student Fees were initially paid to Summerland School, in accordance with the laws of New Zealand . No refunds will be given directly to the agent.

Additional Refund; cease of services:

- If the school ceases to provide the agreed educational programme, ceases being a signatory to the Code of Practice, or ceases being an education provider, the School and family of the student will negotiate a refund for the amount of unused tuition fees less any non-refundable fees as outlined in this policy.

Please Note : The New Zealand Immigration Service will be notified if any student ceases to attend Summerland School for whatever reason.

I agree with these refund conditions.

Parent's Signature: ..... Date:.....

Print Parent's Full Name: .....

Print Student's Full Name: .....