



NELSON COLLEGE NEW ZEALAND

Te Kura Tamatāne O Whakatū

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:
 - a) The name of the student
 - b) The circumstances of the request
 - c) The amount of refund requested
 - d) The name of the person requesting the refund
 - e) The name of the person who paid the fees
 - f) The bank account details to receive any eligible refund
 - g) 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:** 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.
 - b) **Insurance:** Once insurance is purchased, the school is unable to refund insurance premiums paid on behalf of the Student. Students and families may apply directly to an insurance company for a refund of premiums paid.
 - 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 Accommodation (Homestay or Boarding) Fees:** Homestay or Boarding fees paid for time the Student has already spent in the accommodation cannot be refunded. Used accommodation 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.

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 an Administration Fee of NZD\$500.00.

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, 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

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:

- 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

8. In the event the Student's enrolment is ended by the School for a breach of the Enrolment Agreement, 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

9. 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.

Where a 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, reasonable written notice of the transfer 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.

Request for a refund of accommodation fees

11. If for any reason, the Student withdraws after the start date of their enrolment, any unused accommodation 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.

Transfer from boarding to homestay or homestay to boarding

In the event of a student transferring from boarding to homestay or from homestay to boarding during the period of enrolment the finance department will work out a credit transfer

13. The process is as follows:

- Student gives notice and leaves existing accommodation once authorised by the International Director
- Finance calculate the cost of accommodation for the existing arrangement to leaving date and the cost of accommodation for the future arrangement from this same date for the balance of the accommodation period.
- If applicable a penalty may be charged and considers the notice given and other factors that may have impacted on the reason for the accommodation change.
- Necessary journals are raised to reflect the above accommodation changes. Regularly this includes crediting the remaining cost of accommodation for the original arrangement given same is paid in advance for the full accommodation period.
- Parents are advised through an Invoice / Statement if the net difference in charging above requires an additional payment to be made to the College.

Requests for a refund of fees unused at the end of enrolment

14. Except by written request from parents, prepaid fees unused at the end of enrolment will be refunded into a nominated bank account.

Outstanding activity fees or other fees

15. 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

16. 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

17. A decision by the School relating to a request for a refund of international student fees will be provided to the Student or family 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

18. 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.