



INTERNATIONAL REFUND POLICY

Updated August 2020

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.

A decision by the School relating to a request for a refund of international student fees will be provided in writing to the Parents/Caregivers and Education Agent (if used), and will include the following information:

- a) Factors considered when making the refund decision
- b) Details of non-refundable fees
- c) The total amount to be refunded (including the refund calculation)

A Refund Request must include the following information:

- a) **The name of the student**
- b) **The circumstances of the request**
- c) **The dates that the student started and finished studying at Mount Maunganui Intermediate**
- d) **The name of the person who paid the student's fees**
- e) **The name of the person requesting the refund**
- f) **The bank account details to receive any eligible refund**
- g) **Any relevant supporting documentation such as receipts or invoice.**
- h) **A medical certificate from a doctor, if appropriate.**

Non-refundable fees

- a) 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) **Registration and Administration Fees:** 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) **Agent Fees and Commission:** Any funds paid to an education agent in the form of a commission.
- c) **International Student Levy:** A weekly per-student fee, paid to the New Zealand Ministry of Education
- d) **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.
- e) **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.
- f) **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.
- g) **Portion of Unused Tuition Fees:** At the School's discretion, 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

- b) 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.
- c) If school has started and the student has to withdraw sooner than their full enrolment period due to lack of student visa then a minimum of ten weeks notice of withdrawal must be received by the school in writing. Where notice of less than 10 weeks is given, then a full term's fees will be retained in addition to any other costs.

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

- d) 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

- e) 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.
- f) If a student decides to withdraw during the second half of the enrolled course duration no refund is payable. For example, in the case of a four term enrolment, the second half of the course begins on the first day of the third term of that course.
- g) An exception may be made in the event of the student's serious illness or the death or serious illness of a close member of the student's family. Medical evidence must be provided.

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

- h) 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:
 - i) Refund the unused portion of international student tuition fees or other fees paid for services not delivered or
 - j) Transfer the amount of any eligible refund to another provider or
 - k) Make other arrangements agreed to by the student or their family and the school.

Where the Student's enrolment is ended by the School

- l) 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 the following:
 - 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

No refund will be made where a student has been stood-down, suspended or excluded, or in the event of misbehaviour or poor attendance, or when a New Zealand law has been broken, or of if the enrolment application is found to be fraudulent or inaccurate in any way.

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

- m) 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 the Student voluntarily requests to transfer to another signatory

- n) 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 homestay fees

- o) 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.
- p) 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.

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

- q) Except by written request from parents, prepaid fees unused at the end of enrolment amounting to less than NZD\$500.00 will be refunded to the Student in cash. Sums of NZD\$500.00 or greater will be refunded into a nominated bank account.

Outstanding activity fees or other fees

- r) 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

- s) 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

- t) The Student and their family have 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.