

## REFUND POLICY FOR INTERNATIONAL STUDENTS (Schedule Two)

There will be no refund of fees except in accordance with this refund policy.

Greenhithe School has designed its refund policy so that the outcome of a request for a fee refund should be fair and reasonable for all relevant parties.

The following principles allow the School to consider the merits of each request.

### Guidelines

All applications for a refund must be made in writing by the Parent or Legal Guardian of the Student to the Principal, setting out the special circumstances of the claim for a refund. The Principal will make the final decision regarding a refund in these circumstances.

1. The request for a refund should be made as soon as possible after the relevant circumstances leading to the request are known.

#### Non-refundable fees

2. The School is unable to refund certain components of the fees, including:
  - the Administration fee component of the fee;
  - insurance premiums for policies that have already been arranged by the School;
  - the Homestay placement fee;
  - the Designated Caregiver administration fee;
  - any Commission paid or payable by the School to any third party agent (where such Commission remains payable despite the request for the refund); and
  - any amount of the fees that has been expended by the School directly in connection with the Student (including but not limited to costs incurred on behalf of the Student at the request of the Parents), to the extent that those costs cannot be mitigated and provided that the School can provide written evidence of such costs.

The above are together the "non-refundable fees" for the purposes of this refund policy.

#### Applications for refunds before course commenced

3. If a Student is refused an appropriate visa by Immigration New Zealand before the course starts, then a refund of the unused tuition fees will be provided, less the non-refundable fees outlined in this policy.
4. Students must notify the School at least four weeks prior to the course commencing if for any reason they do not intend to start their course. The tuition fees (including GST, if any) may then be refunded in full, less the non-refundable fees outlined in this policy.
5. Students who withdraw from the course less than four (4) weeks but more than seven (7) days prior to the course commencing, will be entitled to receive a refund of fees paid less:
  - a. either:
    - i. 50% of the total tuition fee (including GST, if any) paid by the Parents for the Student, if the Student was enrolled in a short term programme (being a programme of up to two (2) consecutive New Zealand school terms); or
    - ii. the total tuition fee (including GST, if any) paid by the Parents for the Student for one (1) New Zealand school term, if the Student was enrolled in a long term programme (being a programme of more than two (2) consecutive New Zealand school terms); and
  - b. the non-refundable fees outlined in this policy.

#### Applications for refunds after course commenced

6. Students who withdraw from the course within seven (7) days of the course commencement date, or at any time after the course commencing, will not be entitled to receive any refund of fees paid unless the School is satisfied that there are exceptional circumstances, such as the Student becoming seriously ill, or a serious illness or death of a close family member. Any such application for consideration of a refund must be supported by medical evidence. If the School exercises its discretion to provide a refund, the refund will be limited to a refund of fees paid less: (i) the tuition fee (including GST, if any) for all tuition provided up to the date of withdrawal; (ii) Government levies due and payable (or paid) by the School, excluding GST (if any); and (iii) the non-refundable fees outlined in this policy.

#### No refunds in certain circumstances

7. No refund of fees will be made if a Student's enrolment is ended by the School for breach of the Agreement, including termination for misbehaviour, poor attendance, if the parent(s) of Student or the Student are in breach of the Immigration Act, or if any part of the Application Form and Enrolment Agreement relating to the Student contains information that is false or

inaccurate or that has deceived or mislead the School, or if information provided to the School failed to disclose relevant information relating to behaviour or academic learning needs of the Student that requires additional behavioural or learning support in class.

8. No refund of fees will be made in relation to a Student where there is a change to the visa status for the Student to one which entitles them to domestic student status.
9. No refund will be made in respect of a Student who withdraws from the School and transfers to another school.
10. No refund will be made in circumstances where the School has failed to meet its obligations under the Agreement and that failure was caused by a force majeure event (as defined in the Agreement).

#### **Other refund circumstances**

11. A refund will be made if the School ceases to be a signatory to the Code of Practice or if the school ceases to be provider of education for International Students. In such circumstances, the refund will be limited to a refund of fees paid less: (i) the tuition fee (including GST, if any) for all tuition provided up to the date of withdrawal; (ii) Government levies due and payable (or paid) by the School, excluding GST (if any); and (iii) the non-refundable fees outlined in this policy.
12. A full refund will be made if the School cancels the programme in which the Student has been enrolled and either:
  - a. no equivalent programme can be offered within the same calendar year as the planned Period of Enrolment; or
  - b. the Parents do not agree to the next available equivalent programme offered by the School.

#### **School Homestay related refunds**

13. Where a Student and/or their family moves from a School Homestay and requests a refund of any unused homestay fees, these will be refunded less (i) the School's notice period of seven days; and (ii) any non-refundable fees set out in this policy. If the Student requests the School to find another Homestay, then this will incur a new homestay placement fee of \$250.
14. If, for any reason, a Student who is in a School Homestay withdraws after the start of their enrolment, any unused homestay fee will be refunded, less (i) the School's notice period fee of seven days; and (ii) any non-refundable fees set out in this policy.
15. Seven days' notice must be given by either party (Homestay or Student) if either party wishes to change arrangements. Any request for a refund of Homestay fees will be subject to the party having given not less than seven days' written notice.
16. No refund will be made to a Student who is unable to abide by the School's Homestay rules or the International Student Accommodation Agreement.
17. The written decision of the School relating to a request for refund of fees will be provided in writing and will detail the reasoning behind the amount to be refunded.

#### **SIGNING**

By signing below, the Parent(s)/Legal Guardian(s) confirm that they have read the above Refund Policy for International Students and agree to be bound by it in all respects.

Name(s): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_