



REFUND POLICY FOR ST MARY'S COLLEGE

(Part Two: Schedule Three – updated November 2022)

1. Request for a refund of international student fees

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, including address of bank and swift code where relevant
- 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 or not 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. Costs incurred for arranging homestay accommodation for the Student before the refund request, cannot be refunded.
- d) **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.
- e) **Portion of Unused Tuition Fees:** The school may retain a portion of unused tuition fees (ten weeks, unless otherwise agreed). Amounts retained will relate to costs that have been incurred or committed by the School and may vary.
- f) **Unused Homestay Fees:** The School may retain a portion of unused homestay fees related to costs that have been incurred or committed by the School and may vary.
- g) **A Refund Administration Fee** of \$250.00 may be charged for the preparation of any refund documentation and applicable bank fees.

Request for a refund for failure to obtain a study visa or for reasons relating to Covid-19

4. a) 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.
b) If the Student withdraws before the start of their enrolment, owing to medical or travel conditions arising from Covid-19, the school will provide a full refund of fees.

Requests for a refund for voluntary withdrawal from enrolment - Withdrawal before 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 fees and any other relevant non-refundable fees as outlined in this policy. The minimum ten-week notice period will begin the day after the date on which the school receives written notice of the student's intention to withdraw.

Requests for a refund for enrolment of one term or less

7. Where the Student is enrolled for one term or less and withdraws early, or where the school terminates the Student's enrolment, any unused portion of international student fees will not be refunded.

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

8. 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

9. 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:
 - a) Any non-refundable fees set out in this policy
 - b) A minimum of ten weeks tuition fees
 - c) Any other reasonable costs that the school has incurred in ending the student's enrolment

Requests for a refund where the Student changes to a domestic student during the period of enrolment

10.
 - a) If an international student changes to a domestic student 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. The ten weeks will begin the day after the school receives written evidence of the student's domestic student status.
 - b) If an international student wishes to change enrolment status and enrol as a domestic student, the domestic enrolment policy of the Board of Directors and the school enrolment processes will be followed. The school cannot guarantee a place as a domestic student. All international students wishing to apply for a place as a domestic student must do so in writing to the school allowing at least one term (10 weeks) notice.

Requests for a refund where a student voluntarily requests to transfer to another signatory

11. 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. It will be at Principal's discretion if any tuition and unused portion of fees will be refunded, depending on when written notice is given and the enrolment period of the student.

Request for a refund of homestay fees

12. If a student changes homestay before the end of the year, the portion of the homestay fees not already used will be transferred to the new homestay (less the \$350.00 homestay placement fee for a new homestay) .
13. If a student moves out of the homestay and leaves the school prior to the end of the year the school will refund the homestay amount after the necessary reimbursements to the family have been made.
14. If a student moves out of the homestay in Term 4 (at the end of the school year) there will be no refund in homestay.
15. The homestay fee includes three daily meals, snacks, laundry facilities, a warm bedroom with study facilities and internet usage.
16. Homestay changes can only be made with the approval of the International Director. Two weeks' notice, in writing/email, is required. The host family, regardless if the student moves out prior to the two weeks' notice period, will continue to be paid for two weeks. Homestay placement fees of \$350.00 apply to each new homestay.
17. **Homestay Retainer Fee.** This is payable when the student leaves at the end of the year and wants to "Hold" their room until they return to NZ. They are to give two weeks' notice, then \$50 a week is charged up to a maximum of \$300.00. Student's belongings can be stored out of the room in another part of the house, if the homestay wants to use the room, or belongings can be stored in the school garage for no charge. If the student moves out completely there is no retainer fee paid (but two weeks' notice still needs to be given).
18. Homestay families are paid during term break holidays. If the student leaves during term time or during the term holidays for longer than two weeks, the homestay family are paid two week's payment then \$50 after that (to a maximum of \$250.00 or five weeks).

Requests for a refund of unused Activity Fee at the end of enrolment

19. Students can request a refund of any unused Activity Fee when they leave the College. The amount will be refunded into a nominated New Zealand bank account. There are no overseas refunds for unused Activity Fees.

Outstanding activity fees or other fees owed to the School

20. 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

21. Unless otherwise agreed in writing, all eligible refunds of tuition fees will be refunded to a nominated bank account in the source country (less bank fees and any administration costs).

Rights of families after a decision regarding a refund has been made by the School

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

In the event the Student or their parent is dissatisfied with a refund decision made by the School or are dissatisfied with the process the School followed when making the refund decision, they have the right to have the refund decision reviewed by the International Student Disputes Resolution Scheme or to make a complaint to the Code Administrator.