

## REFUND POLICY & PROCEDURE

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### Aim

To ensure that the regulatory requirements are met and a clear process is in place to support a refund request.

### Policy

- All cancellations must be in writing.

#### 1.0 **Before commencement of the course**

If notification of cancellation is received in writing before commencement of study, Kiwi English Academy will refund all homestay fees and tuition fees, less the enrolment fee and the accommodation placement fee.

#### 2.0 **After course commencement**

- 2.1 **For courses of up to and including four weeks and six days.** If notification of cancellation is received within the first two days of the course, the student will be refunded 50% of the course fees.
- 2.2 **For courses of five weeks or more but less than 13 weeks.** If notification of cancellation is received within the first five days of the course, the school will retain 25% of the course fees and refund the balance to the student.
- 2.3 **For courses of 13 weeks or more.** If notification of cancellation is received within the first 10 working days of the course the student will be refunded in full less a deduction for costs incurred by Kiwi English Academy Ltd up to a maximum of 25% of the total school-related costs paid, including but not limited to tuition fees, export education levy, recruitment, marketing, agents' commission, overheads, examination fees, resource fees, student services fees and administration fees.
- 2.4 No refund of tuition fees will be given once 10 days have lapsed from the commencement of the course.
- 2.5 No refund will be given to any student who is suspended/expelled from school for failure to comply with the school's policies and rules and reasonable instructions of the staff of the school.

#### 3.0 **Refunds will be paid:**

- 3.1 In New Zealand dollars (NZ\$)
- 3.2 By direct credit:
  - i) To the applicant's nominated bank account.

#### 4.0 **Cancellation of homestay/alternative accommodation**

- 4.1 A minimum of one week's notice is required to either request a homestay change or to cancel homestay.
- 4.2 If homestay is cancelled after course commencement, the unused portion of the accommodation fees will be refunded, less one week's notice and less a \$25.00 administration fee.
- 4.3 Students studying at the Junior Campus and/or who are under 18 must stay in a Kiwi English Academy approved homestay for the duration of their course.

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### Procedure

1. Students wishing to cancel:
  - i) must advise the school in writing
  - ii) must obtain the approval of their parents if under 18
  - iii) must complete the Cancellation/Change of Course Form.
2. Student Administration will verify the amount of the refund and submit the Form to the Principal or designated Senior Manager for verification and authorisation.
3. When the refund has been authorised either by the Principal or designated Senior Manager the refund is processed by Public Trust.
4. The refund will be paid in NZ\$ unless KEA agrees otherwise.
5. Any bank charges are at the student's expense.
6. KEA will advise New Zealand Immigration Service that the "Offer of Place" has been cancelled.