



INTERNATIONAL STUDENT FEE INFORMATION

- International student fees are payable in full on enrolment and prior to the commencement of the school year.
- Fees will be reviewed annually.
- **Fee Protection:** To protect international student fees, they are held in a school account and at the beginning of each term, one term's fees are deducted from the account for each student.

REQUESTS FOR A REFUND OF INTERNATIONAL STUDENTS FEES

The school will consider all requests for a refund of international student fees. Requests should be made in writing to the Principal as soon as possible after the circumstances leading to a request.

A request for a refund should provide the following information to the school:

- The name of the student
- The circumstances of the request
- The amount of refund requested
- The name of the person requesting the refund
- The name of the person who paid the fees
- The bank account details to receive any eligible refund
- Any relevant supporting documentation such as receipts or invoices

NON-REFUNDABLE FEES

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:

Registration and Enrolment Fee: these fees meet the cost of processing an international student application. These fees exist whether an application is accepted or not or whether a student remains enrolled after an application is accepted.

Insurance: Once insurance is purchased by the school, the school is unable to refund insurance premiums paid on behalf of a student.

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 international students prior to the refund request, cannot be refunded. **Boarding Fees:** Boarding fees paid for time the student has already spent in Boarding cannot be refunded. Unless otherwise agreed by the school, a refund will be provided less a minimum of twelve weeks Boarding fee.

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.

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 depending on the time of year the request is received.

Old Girls' League Membership: This is a payment for a lifetime membership of our alumnae association and is non-refundable

Outstanding Activity Fees: Any activity or other fees incurred by a student during enrolment and owed to the school at the time of withdrawal, will be deducted from any eligible refund.

REQUESTS FOR A REFUND:

Failure to obtain a study visa: If an international student fails to obtain an appropriate study visa, a refund of international student tuition fees will be provided less an Administration Fee of \$1,000.

Voluntary withdrawal prior to enrolment: If an international 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.

Voluntary withdrawal after enrolment - returning to home country: If an international student withdraws 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 equal to the balance of the unused portion of the fees less a minimum of twelve weeks tuition fee and other any relevant non-refundable fees as outlined in this policy.

Voluntary request to transfer to another signatory: If an international 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. The school reserves the right to retain the full year's tuition fee. The school may consider a request for a refund of the balance of the unused portion of the fees less a minimum of twelve weeks tuition fee and any relevant non-refundable fees as outlined in this policy.

Where a student changes to a domestic student during the period of enrolment: If an international student changes to a domestic student after the start date of their enrolment, reasonable written notice including evidence of the change is required by the school. Unless otherwise agreed by the school, a refund will be provided equal to the balance of the unused portion of the fees less a minimum of twelve weeks tuition fee and any relevant non-refundable fees as outlined in this policy.

Where a student's enrolment is brought to an end by the school: In the event a student's enrolment is ended by the school for a breach of the Contract of Enrolment, the school reserves the right to retain the full year's tuition fee. The school may consider a request for a refund of the balance of the unused portion of the fees less a minimum of twelve weeks tuition fee, any non-refundable fees set out in this policy and any other reasonable costs that the school has incurred in ending the student's enrolment.

For failure of the school to provide a course, cessation as a signatory or cessation to be a provider: 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:

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

REQUESTS FOR A REFUND OF OTHER FEES

Homestay fees: If for any reason, an international 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.

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.

Moving from the Boarding house to other school approved accommodation: Where a family requests a student to move from the Boarding house to another School approved accommodation, a refund of Boarding fees will be provided from the end of that current term.

Unused fees at the end of enrolment: Prepaid fees unused at the end of enrolment will be refunded into a bank account nominated by the Parents.

RIGHTS OF FAMILIES AFTER A DECISION REGARDING A REFUND HAS BEEN MADE

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:

- Factors considered when making the refund decision
- The total amount to be refunded
- Details of non-refundable fees

Students and families have the right to submit a grievance to the Code Administrator or Disputes Resolution Scheme in the event they are dissatisfied with a refund decision made by the school.