

## **REFUND AND CANCELLATION POLICY**

1. For courses not longer than five weeks, 50% of the tuition fees can be refunded to a student cancelling his or her course no later than two (2) days after the course starts. Tuition fees cannot be refunded after this date.
2. For courses longer than five weeks but not longer than twelve weeks, 75% tuition fees can be refunded to a student cancelling his or her course no later than five (5) days after the course starts. They cannot be refunded after this date.
3. For enrolments longer than twelve weeks, tuition fees will be refunded to a student cancelling his or her course within the first seven (7) days of their course. Tuition fees cannot be refunded after this date.
4. The cancellation fee (either 10% of the course fee or NZ\$500, whichever is less) will be deducted from the refund payment. The cancellation notice must be in writing.
5. Where payment is received from an overseas study agency, we will pay tuition refund to that agency. Any such agency is considered to be the student's representative, retailing our school services.
6. Transfer of tuition entitlements between students is specifically prohibited.
7. Refunds or enrolment extensions will not be given to students:
  - Taking a holiday during their course, unless agreed with the Institute
  - Arriving later than the course start date, unless agreed with the Institute
  - Leaving the institute before the course is finished, unless agreed with the Institute
8. Students enrolled for 6 months or more may have up to 2 weeks holiday during the course, with the dates of holiday agreed on at the time of enrolment. Changes to these dates can be made at the Institute's discretion. If the planned holidays are not taken, the course will be shortened accordingly.
9. Homestay dates are from Saturday to Saturday. When staying longer than specified at the time of enrolment, additional payment (NZ\$40 per night) is required. Homestay fees are refunded for students moving to a private accommodation, if at least one week's notice is given to the Institute.
10. The Institute will not be held responsible for any sickness, damage, accident, injury or loss incurred at the Institute, at the accommodation organised by the Institute, or at any activity or trip organised by the Institute. It is the student's responsibility to have adequate insurance to cover medical expenses, repatriation and loss of school fees if the student needs to shorten the enrolment (or cancel the course) as a result of any such event described above.
11. The Institute reserves the right to amend fees and conditions at any time.

Thank you.