



International Student Refund Policy

There will be no refund of fees except in the circumstances below. Greenhithe School recognises its policies and guidelines have been designed so that the outcome for a request for a fee refund should be fair and reasonable for all. 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, 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 circumstances leading to the request.
2. The School is unable to refund certain fees such as:
 - Administration fee
 - Insurance premiums for policies already arranged by the School
 - Homestay placement fee
 - Designated Caregiver administration fee
 - Portion of unused tuition fee (this will depend on costs incurred or committed by the School)
3. If an International 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 that they do not intend to start their course. The tuition fees may then be refunded in full, less an \$800 cancellation fee and less the non-refundable fees outlined in this policy.
5. Students who withdraw from the course, within four weeks of the course commencing, will receive a refund less a minimum of ten weeks tuition fee and the non-refundable fees outlined in this policy.
6. If an International Student withdraws from the course after the start of their enrolment, and is in the first half of the course, a refund will be provided less a minimum of ten weeks tuition fee, Government levies due, any commission that has been paid and the non-refundable fees outlined in this policy.
7. If an International Student withdraws from the course after the start of their enrolment, and is in the second half of the course, the tuition fees may only be refunded if there are special reasons for the student leaving such as becoming seriously ill, or a serious illness or death of a close family member. This must be supported by medical evidence. In that event, the refund will be calculated less the non-refundable fees outlined in this policy.
8. No refund of fees will be made if an International Student's enrolment is ended by the School for breach of the Agreement, such as misbehaviour, poor attendance, if the parent of Student are in breach of the Immigration Act, or if the parents have deceived or misled the School on any part of the Application Form and Enrolment Agreement, or failed to disclose relevant information relating to behaviour or academic learning needs of the Student that require additional behavioural or learning support in class.

9. No refund of fees will be made to an International Student who changes visa status to one which entitles them to domestic student status.
10. No refund will be made to an International Student who withdraws or transfers to another school.
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.
12. 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 the School's notice period of seven days, and 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.
13. If, for any reason, an International Student who is in a School Homestay withdraws after the start of their enrolment, any unused homestay fee will be refunded, less the School's notice period fee and any non-refundable fees set out in this policy.
14. Seven days notice must be given by either party (homestay or student) if either party wishes to change arrangements. Any request of a refund of homestay fees will be subject to the party having given seven days notice.
15. No refund will be made to an International Student who is unable to abide by our school homestay rules.
16. Where a Student withdraws after commission has already been paid by the School to the agent, the cost of the commission will be deducted from any refund.
17. The written decision of the School relating to a request for refund of international fees will be provided in writing and will detail the reasoning behind the amount to be refunded.