

# Overseas Students Refund Policy and Procedures

## PROVIDER DEFAULT

1. The Schools considered to have defaulted in the following circumstances:
  - a) the School fails to commence the course to the Student at the School on the agreed date
  - b) the School fails to provide the Student with the facilities and services as set out in the Offer
  - c) the Parents failed to pay an amount due or she was liable to pay to the School in accordance with the Offer

## DISCRETIONAL REFUNDS

9. The School may, in its absolute and sole discretion, consider providing a pro rata refund to the Parents in the following circumstances:
  - a) Where the student suffers an illness which, in the opinion of the Principal, dictates that the student would be best cared for by returning to his/her home country and family;
  - b) Where the student leaves the school

## GENERAL

11. The Initial Fee is non-refundable upon withdrawal except under