



REFUNDS /CANCELLATION/ FEES PROTECTION

This Policy is based on Section 48 (7) of the Education Act: No. 4, 1991.

Where at anytime a foreign fee paying student withdraws from a subject, course, or programme at a state school, the Board may refund to the person who paid (in respect of the student's enrolment in the subject, course, (programme) the amount of the fees referred to in subsection (1) of this section (or the sum of any instalments paid in respect of those fees) including accommodation fees any amount it thinks appropriate not exceeding the extent (if any) by which the amount paid exceeds the sum of the following amounts:

- a. The Board's best estimate of the cost to the Board (including the appropriate proportion of the Board's administrative and other general costs and the appropriate proportion of any initial or start-up costs of the subject, course, or programme) of providing tuition in the subject, course, programme, or accommodation for one student up to that time;
- b. An amount that is in the Board's opinion an appropriate reflection of the use made by one student receiving tuition in the subject, course, or programme of the Board's capital facilities or accommodation;
- c. The appropriate proportion of the amount (if any) prescribed under Section 40 of this Act for a student receiving tuition at a state school in the subject, course, programme or accommodation;
- d. All other fees (if any) prescribed by the Board.

In order to be eligible for any refund the student must apply in writing to the Board of Trustees, setting out the special circumstances of the claim.

In arriving at their decision the Board of Trustees will take into consideration the special circumstances of the withdrawing student, and:

1. Costs already incurred by the Board;
2. The salaries of the teachers and support staff and any other components of the fee already committed for the duration of the course or accommodation usage;
3. An amount which covers use of the facilities and resources to date of withdrawal; and
4. Any refund of the foreign students fee, from the Government

EXPLANATION:

- Where a parent withdraws their child from the contract **BEFORE** the student arrives in New Zealand, the fees are refunded in full minus an administration fee of \$500. Any notice of cancellation must be received in writing or emailed at least two weeks before the start of the course.

EXPLANATION CONTINUED:

- Where a parent wishes to withdraw their child from the contract **AFTER** the student has arrived in New Zealand, there will be no refund of fees unless this is notified in writing/emails; within two weeks of the start of their course of study. Full fees will not normally be refunded after the second week of study.
- Except in exceptional circumstances no refund is payable to a student who withdraws in the second half of the course commences on the first school day in July after the commencement of Term 3

Exceptions to this may be made in the case of:

- a. return home because of student's serious illness
- b. return home because of death or serious illness of a close member of the student's family.

In these cases, under New Zealand law, the School must retain amounts to cover costs already incurred. The balance will be refunded. Medical evidence must be provided. Parents whose students are insured with UNI-CARE may have the balance of their fees reimbursed by that company.

NO refunds will be made to Parents where students:

- are asked to leave the School because of misbehaviour, poor attendance or violation of the rules;
- wish to transfer to another school for whatever reason;
- return home for any reason other than the student's serious illness or death or serious illness of a close member of the family;
- acquire Permanent Residence after having enrolled at the school.

The Ruapehu College Board of Trustees guarantees a refund of unspent fees to International Students in the unlikely event of the school not being able to deliver its normal programme.

Uni-Care Travel and Medical Insurance guarantees reimbursement of non-refundable unused portion of education fees. (Reference: Uni-Care Policy Section 1B – Additional Expenses).

I have read and understood the terms set out in this agreement and I agree to them.

Signed: _____

Full Name: _____

Relationship to Student: _____

Date: _____