

Berkley Normal Middle School

International Student Refund Policy

Requests for a refund of International Student fees

1. The School will consider all requests for a refund of international student fees. Requests should be made in writing to the School as soon as possible after the circumstances leading to a request. All refunds will be settled under the terms of this policy unless otherwise agreed by the School.

Refunds will be considered on a case-by-case basis.
2. A request for a refund should provide the following information to the School:
 - a. The name of the Student;
 - b. The circumstances of the request;
 - c. The amount of refund requested;
 - d. The name of the person requesting the refund;
 - e. The name of the person who paid the fees;
 - f. The bank account details to receive any eligible refund, including bank address and swift code where relevant; and
 - g. Any relevant support documentation such as receipts or invoices.

Non-Refundable Fees

3. 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.
 - a. **Administration Fee:** Administration fees meet the cost of processing an international student application. Administration fees exist whether an application is accepted or not or whether a Student remains enrolled after an application is accepted.
 - b. **Expenses:** The school will retain the cost to cover expenses incurred. This could include: Agent's commission fees, stationery costs, technology fees, camp fees and other activity fees.

Requests for a refund for failure to obtain a study visa

4. If the Student fails to obtain an appropriate visa, a refund of international school tuition fees will be provided less any non-refundable fees as set out in this policy. Evidence must be provided to the School of immigration New Zealand declining to grant a visa.

Requests for a refund where the School fails to provide a course, ceases as a signatory, or ceases to be a provider:

5. 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 Parent to either:
 - a. Refund the unused portion of international student fees or other fees paid for services delivered, or
 - b. Transfer the amount of any eligible refund to another provider, or
 - c. Make other arrangements agreed by the Student or the Parent and the School.
6. For the avoidance of doubt, this clause does not apply where the format of the education provided by the School changes (for example delivery by remote learning), but where the School continues to offer education for international students.

Other circumstances where a refund request may be considered

Where a student's enrolment is ended by the school

7. In the event a Student's enrolment is ended by the School for a breach of the contract of enrolment or as a consequence of a Welfare Issue, the School will consider a request for a refund less:
 - a. Any non-refundable fees set out in this policy.
 - b. A minimum of 4 weeks tuition fees from the date of termination; and
 - c. Any other reasonable costs that the School has incurred in ending the Student's enrolment

Where a student changes to a domestic student during the period of enrolment

8. If a Student changes to a domestic student after enrolment has commenced, a minimum of 4 tuition weeks notice is required. The notice period will begin the day after the Student receives written notice that the Student has obtained a visa permitting them to change to domestic-student status.

Where a student voluntarily requests to transfer to another signatory after the start of the enrolment

9. If a Student requests to transfer to another signatory after the commence of their enrolment, a minimum of 4 tuition weeks of prior notice is required. The notice period will begin the day after the School receives written notice that the Student requests to transfer to another signatory.

Refund of other fees

Requests for a refund of homestay fees

10. If for any reason, the Student withdraws after their stay in a School homestay, any unused Homestay fees will be refunded, less any relevant non-refundable fees set out in this policy.
11. Where the 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.

Requests for a refund of fees unused at the end of enrolment

12. Except by written request from parents, prepaid fees unused at the end of enrolment will be refunded into a nominated bank account.

Outstanding activity fees or other fees

13. Any activity or other fees incurred by the Student during enrolment and owed to the School at the time of withdrawal, will be deducted from any eligible refund.

Rights of families after a decision regarding a refund has been made

14. A decision by the School relating to a request for a refund of fees will be provided to the Student or Parent in writing and will set out the following information:
 - a. Factors considered when making the refund decision
 - b. The total amount to be refunded
 - c. Details of non-refundable fees
15. In the event the Student or the Parent is dissatisfied with a refund decision made by the School or is dissatisfied with the process of the School followed when making the refund decision, they have the right to have the refund decision reviewed by the **International Student Disputes Resolution Scheme** or to make a complaint to the **Code Administrator**.