



English Language Matters Limited

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NZQA Registered and Accredited

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PRINCIPAL



REFUND POLICY INTERNATIONAL STUDENTS

WRITER: English Language Matters Limited

DATE: 13/01/05

RATIONALE:

The School contracts with the student to provide educational and pastoral services during their course. Therefore refunds for exit within any course will not normally be made. However, there may be occasions when special circumstances exist, such as a family bereavement or chronic ill health, when an international student may be obliged to withdraw from a course of study before course completion day and may be eligible for a refund of fees.

PROCEDURE:

Refund of School Fees:

If special circumstances do exist, application can be made to the English Language Matters Limited Board of Trustees. The student, parent or agent must apply to the Principal, explaining why it was necessary to withdraw from the course and setting out the special circumstances of the claim.

For enrolments more than three months:

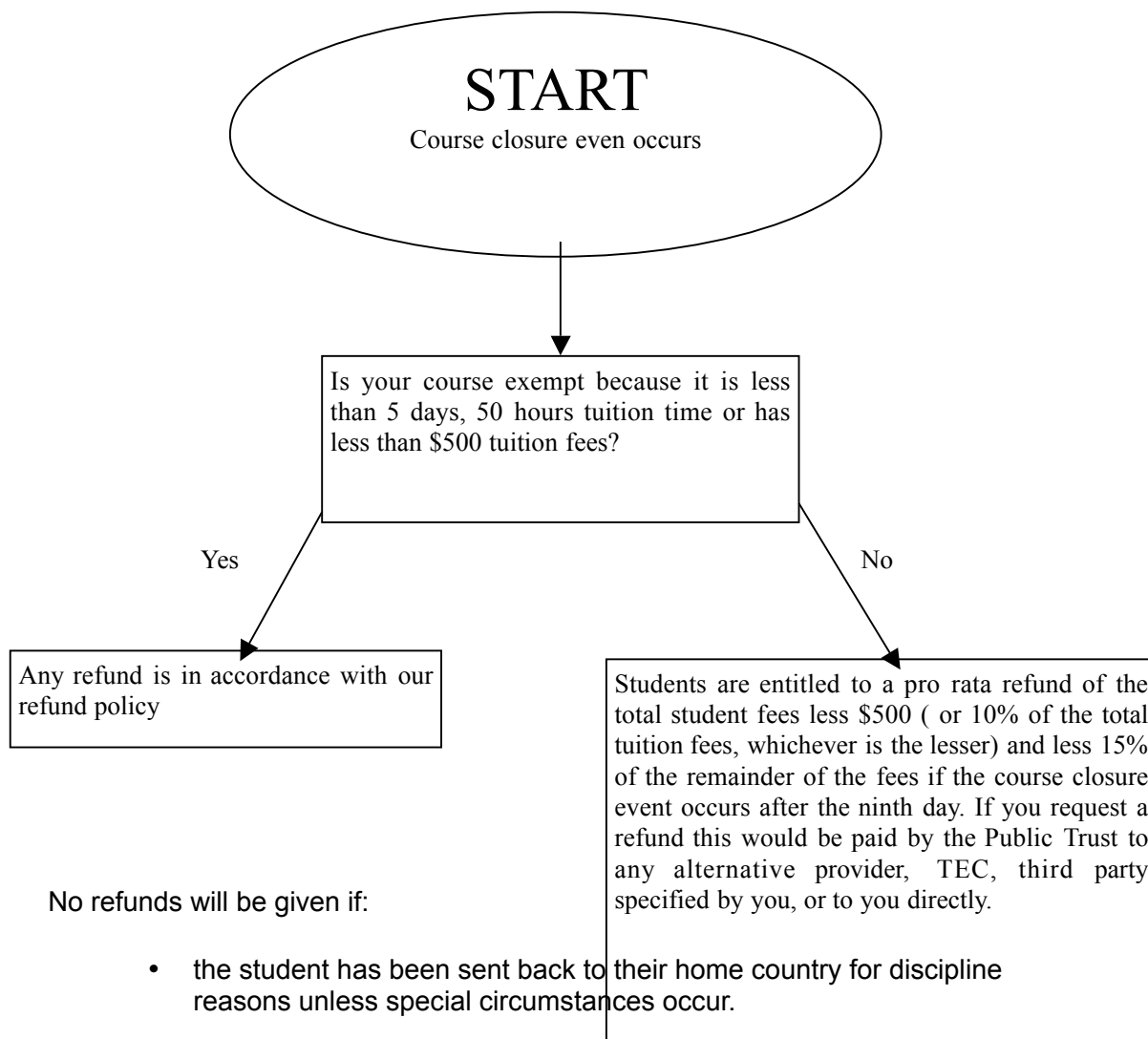
1. If your refund application is made before the start of your course or within 8 days of it starting, your fees will be refunded in full, minus 10% or NZ\$500 (whichever the lesser) to cover costs incurred by the school.
2. If your application is made after the eighth day of your course, the Board will consider the special circumstances of the student.

For enrolments less than three months:

1. If you are enrolled on a course of up to and including four weeks and six days, and you decide to withdraw within the first two days of the course, you are entitled to a refund of 50% of the tuition fees paid
2. If you enrolled on a course of five weeks or more, but less than three months and you decide to withdraw within the first five days of the course, you are entitled to a refund of 75% of the tuition fees paid.

'English Language Matters, where each learner matters'

3. In the event of course closure



No refunds will be given if:

- the student has been sent back to their home country for discipline reasons unless special circumstances occur.
- a student returns home for any reason other than the student's serious illness or death or that of a close family member, unless the Board of Directors has granted refund on compassionate grounds.
- students are asked to leave English Language Matters Limited because of misbehaviour, poor attendance, or breaking of New Zealand laws.

If a refund is to be paid this will be based on full weeks not completed. No part week refunds will be paid.

Refund of Homestay Fees:

1. If you move out of your homestay before the end of your contract the portion of your homestay fees not already used will be returned to you.
2. To have your homestay fees returned, you must write to the Board of Trustees giving two weeks' notice, or pay two weeks' fees in lieu of notice.

3. If you cancel your homestay contract before you move into the homestay, your fees will be refunded in full.

Payment of Refunds

Any refunds will be in NZ dollars to:

- the student's registered home address in country of origin; or
- the student by non transferable cheque
- the student's New Zealand Bank Account
- the agent who referred the student; or
- the credit card that was originally charged, via the Public Trust (as per the Public Trust policy)
- the government agency that made the original payment: ie TEC
- another NZ education institution.

Policy Review

Approval Date: 28/06/06

Review Date: June 2007