

3. Cancellations, early withdrawals and refunds

- 3.1. If a cancellation is received 2 weeks prior to the commencement of a course, all fees will be refunded except the enrolment fee and accommodation finding fee (if applicable).
- 3.2. If a cancellation is received less than 2 weeks prior to the commencement of a course, all fees, less 10%, will be refunded except the enrolment fee and accommodation finding fee (if applicable).
- 3.3. For courses up to and including four weeks and 6 days, if a student withdraws from the course within the first two days of the course, 50% of the total fees paid will be refunded.
- 3.4. For courses of five weeks or more but less three months, if a student withdraws from the course within the first five days of the course, 75% of the total fees paid will be refunded.
- 3.5. For courses of 3 months or longer, if a student withdraws from the course within the first 10 working days of the course, fees are refunded in full, less a deduction for costs incurred by ABC College of English. The maximum deduction will not exceed 25% of the total fee paid. In the event of a dispute over the costs deducted, students can refer the matter to the International Education Appeal Authority.
- 3.6. After the first 10 working days of the course, no fees except unused homestay fees will be refunded.
- 3.7. In the unlikely event that ABC College of English has to cancel a course for reasons beyond their control, an alternative commencement date will be recommended. If the suggested alternative is unacceptable, all unused fees will be refunded.
- 3.8. ABC College of English does not refund any course fees if a student:
a) Arrives late for the course without notifying the college in advance.
b) Takes time off during the course without prior arrangement with the college.
c) Leaves before the course is completed.
- 3.9. A student cannot exchange a pre-booked Full Time General English Course for other courses.
- 3.10. ABC College of English provides NZQA approved fee protection cover to all enrolled students. The fees paid are placed in a trust account. The trustee's contact details are Nigel Perkins, Ashton Wheelans Ltd, 14/12 Frederick St, Wanaka 9381, Tel. 03-428 4273.
- 3.11. No funds are released to the college until after the appropriate refund period.