

## Conditions of Enrolment

### 1. Enrolment

- 1.1 Enrolment is subject to the following conditions and becomes a legal contract on acceptance of a student by **Language Schools New Zealand (LSNZ)**.
- 1.2 **LSNZ** reserves the right to change its course arrangements without prior notice.
- 1.3 **LSNZ** reserves the right to deny any student enrolment without explanation at the discretion of the Director.
- 1.4 We do not offer Absolute Beginner's level. We offer private lessons until students are ready for our Elementary class.

### 2. Fees

- 2.1 Fees must be paid at least four weeks in advance and in full along with four weeks advance payment for accommodation if requested.
- 2.2 Fees, once paid, cannot be refunded except as described below.
- 2.3 All tuition fees are calculated as full weeks and no refund is given for part weeks. There is no refund for days when the schools are closed due to public holidays, snow days or other unforeseen events.
- 2.4 In the event of late arrival, absence or early departure from a course, no refund of fees or free extension of the course is granted.

### 3. Refunds and Cancellations

A course is defined by the number of weeks paid for and does not include any bonus or scholarships that may be offered from time to time.

Current Government regulations for courses which have already started at private language schools in NZ are:

<http://www.nzqa.govt.nz/providers-partners/approval-accreditation-and-registration/student-fee-protection/student-withdrawals-refunds/>

We (LSNZ) will provide to you (student) details of the cost components for the purpose of working out the maximum deductible percentage.

**Before commencement of the course:** In the event of a visa decline from Immigration New Zealand, we will require a copy of the visa decline letter. In this case, if we believe the decline is not the fault of the student, there will be a full refund, less administration and bank costs.

In the event of a cancellation before commencement of the course for other reasons or a visa decline which we believe is the fault of the student, we will also charge a cancellation fee of NZ\$500. There will then be a refund of the remaining fees, less administration and bank fee.

- 3.1 Refunds are sent to the payment source (usually agent/retailer) after the student has cancelled their student visa for LSNZ and changed their return flight and shown these to the Director at LSNZ. After the above periods no refund will be given unless in exceptional circumstances and at the discretion of the Director.
- 3.2 Refunds are calculated in NZ\$ regardless of the currency in which payment was received.
- 3.3 Students cannot shorten courses or transfer afternoon classes to extra morning classes. Students are not able to transfer their tuition fees to another student.
- 3.4 Accommodation cancelled more than 2 weeks before course starts will be charged the Accommodation Placement fee.
- 3.5 Accommodation cancelled or altered less than 2 weeks before course starts will be charged the Accommodation Placement fee and 2 weeks accommodation fees.
- 3.6 The enrolment fee is non refundable.
- 3.7 After arrival accommodation payments can be refunded after 2 weeks notice is given to both the host family and Homestay co-ordinator or to the LSNZ manager.
- 3.8 Students cannot have their first 4 weeks of accommodation refunded, this is due to the Accommodation Guarantee we must give. Accommodation refunds after that are given after 2 weeks' notice.
- 3.9 No refunds on extensions once payment has been made.
- 3.10 **Closure Event**  
LSNZ protects its students' tuition and accommodation fees with a bank bond and static trust approved by the NZQA. In the event of course or school closure, students are advised that they may contact the NZQA for details of refund for course and accommodation fees outstanding.

### 4. Course Changes

- 4.1 No reduction can be made to courses after the commencement of the course.
- 4.2 Any permissible changes to course details must be requested two weeks in advance.
- 4.3 You can extend your studies at LSNZ without paying another enrolment fee.
- 4.4 Changes to another LSNZ course may be possible but are not guaranteed and may not be possible due to visa regulations.
- 4.5 The change of course fee is NZ\$300.

### 5. Accommodation

- 5.1 Changes to accommodation can only be made after 14 days notice.
- 5.2 If suitable notice is not given, two weeks accommodation must be paid in lieu.
- 5.3 Accommodation extension fees must be paid in advance.
- 5.4 All changes to accommodation incur a fee of \$120.00.
- 5.5 A hold fee of \$160/week applies for students wanting to retain their room while taking holidays.
- 5.6 Students must advise the school of any changes to contact details or residential address.
- 5.7 Illegal, antisocial, dangerous or offensive behaviour whilst at a homestay or our student accommodation can result in immediate expulsion from the school without refund.

\* **LSNZ** reserves the right to use the images taken of the participants for publicity purposes in any manner they deem fit, without any remuneration or request being made to the participants. **LSNZ** reserves the right to send progress reports and final assessments to agents and/or family members.

### 6. Rules and Regulations

- 6.1 Should a student not comply with the school rules and the laws of New Zealand, or fail to attend the course in which he/she is enrolled for, the school reserves the right to expel the student and is legally bound to advise the immigration service.
- 6.2 In the event of expulsion, there is no refund.
- 6.3 Students receive a full list of school rules on their first day at our schools and or prior to arrival.

### 7. Insurance & Liability

- 7.1 **LSNZ** shall not be liable if the contracted services cannot be provided for reasons beyond its control.
- 7.2 The student must undertake his or her own insurance against personal accident or illness. **LSNZ** accepts no liability for any matters between the insurance company and the insured.
- 7.3 Failure to disclose a medical condition that affects the ability of **LSNZ** to provide its course obligations or the student to participate in class may result in expulsion.
- 7.4 Students are advised to arrange personal insurance against theft, loss of, or damage to personal property, as neither **LSNZ** nor the host families are liable for any loss or damage to property or persons, however caused, except where such liability is imposed by New Zealand law.

**Code of Practice:** Language Schools New Zealand has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students. Copies of the Code are available from the NZQA website at [www.nzqa.govt.nz](http://www.nzqa.govt.nz)

**Immigration:** Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at [www.immigration.govt.nz](http://www.immigration.govt.nz)

**Eligibility for Health Services:** Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health, and can be viewed on their website at [www.moh.govt.nz](http://www.moh.govt.nz)

**Accident Insurance:** The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents, and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. Further information can be viewed on the ACC website at [www.acc.co.nz](http://www.acc.co.nz)

**Medical and Travel Insurance:** International students (including group students) must have appropriate and current medical and travel insurance while in New Zealand.

**Complaints Procedure:** In the event of a dispute not being able to be resolved by way of discussions with the school management, complaints can be lodged with:

- 1) The New Zealand Qualifications Authority Ph: 0800 697 296
- 2) <http://www.istudent.org.nz>
- 3) Your solicitor.

### Notes:

- All students with attendance above 80% receive a certificate upon completion of their course.
- Immigration New Zealand requires that students on a student visa must comply with New Zealand law and attend 100% of their classes.
- Minimum age of enrolment is usually 16 years of age. At certain times of the year and at the discretion of management, students from 13 years are accepted. All junior students must abide by all rules imposed by our school and the Code of Practice.
- Please visit our web site for any changes to updates to these conditions. [www.languageschool.co.nz](http://www.languageschool.co.nz)
- **LSNZ** may pass some student information to the NZ Min of Ed for statistical purposes

### SEND ENROLMENT FORMS AND PAYMENT TO:

**Language Schools New Zealand: Queenstown**

Level 2, Dart House, 11 Hawthorne Drive,  
Remarkables Park, Queenstown.  
P.O. Box 911, QUEENSTOWN, NEW ZEALAND  
TEL: 64-3-442-6625

[queenstown@languageschool.co.nz](mailto:queenstown@languageschool.co.nz)

**Bank of New Zealand: Queenstown**

11-13 Rees Street, Queenstown, New Zealand  
ACCOUNT NUMBER 020-948-0162709-00  
Swift code: BKNZNZ22

\*Bank charges must be added to invoice amount.