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# Refund Policy

Find below current Government regulations for private language schools in New Zealand.

## Courses three months or more

If the course is of three months duration or more and the withdrawal occurs up to the end of the tenth working day after the first day on which the PTE requires the student to attend the establishment:

In such cases, the PTE may deduct up to 25 per cent of the fees paid, provided the PTE incurred costs to this amount and can justify these costs.

(As per section 235A(1)(a) and (b) of the Education Act and as set out in the Education (Refund Requirements for International Students) Notice 2012.

## Courses five weeks or more but less than three months

If the course is of five weeks or more but less than three months and the withdrawal occurs up to the end of the fifth day after the start of the course:

In such cases, the PTE must pay an amount equal to the fees paid less a deduction of 25 per cent. (As per section 235A(1)(c) and (d) of the Education Act.)

## Courses under five weeks

If the course is under five weeks and the withdrawal occurs up to the end of the second day after the start of the course:

In such cases, the PTE must pay an amount equal to the fees paid less a deduction of 50 per cent. However, if two days constitutes the full amount of tuition paid for by the student, the PTE may retain 100 per cent of the payment (As per section 235A(1)(c) and (d) of the Education Act.)

## Refunds

Refunds are made within 5 days of all correct paper work being completed. After the above periods no refund will be given unless in exceptional circumstances and will be at the discretion of the Directors.

## PTE's own refund policy

These are minimum requirements. Students are entitled to a refund in line with a PTE's own refund policy. This may allow for amounts greater than the above. In special circumstances, a PTE may also elect to make a refund that is greater than specified in its refund policy.

There will be no refunds for course shortening. Students cannot transfer afternoon classes to extra morning classes. Students are not able to transfer their tuition fees to another student. There is no refund on extensions or re enrolments.

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In addition, if the airport transfer service is not notified of the cancellation, the fees won't be refunded. The first two weeks of accommodation and the placement fee won't be refunded either.

Refunds are calculated in NZ\$ regardless of the currency in which payment was received.

A proof of deportation is required

### Before arrival in New Zealand:

In the event of a cancellation before arrival in New Zealand due to a visa decline or other personal reasons, there will be a refund of the course and enrollment fees minus a cancellation fee of NZ\$500, any admin fees for work already done and any bank charges.

In addition, if there is accommodation cancelled less than 1 weeks before the course starts then the first 2 weeks accommodation fees will also not be refunded, and neither will be the placement fee.

Refunds are calculated in NZ\$ regardless of the currency in which payment was received.

A proof of visa decline is required

### Accommodation refunds:

After arrival, accommodation payments can be refunded after 2 weeks notice is given to the Worldwide School Accommodation Manager.

Students cannot have their first 4 weeks of accommodation refunded.

Accommodation refunds are given after the 2 weeks notice and after the student has actually left the accommodation.

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### School Location

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