



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 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. In the event of a dispute over the cost component deducted, you can refer the matter to the International Education Appeal Authority.

3.1 Refunds are sent to the payment source (usually agent/retailer) of the student after the student has cancelled the course for LSNZ and/or changed their return flight and shown these to a Director at LSNZ. After the above periods no refund will be given unless in exceptional circumstances and at the discretion of the Directors.

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 refunds after that are given after 2 week's notice.

2.9 Students who are in New Zealand who have paid and decide to cancel their course are subject to 3.1 above.

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 even of course or school closure, students are advised that they may contact the NZQA for details of refund course and accommodation fees outstanding.

3.13 No refunds on extensions once payment has been made.

4. Course Changes

4.1 NO reduction can be made to courses after arrival in New Zealand.

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 Changed 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 Accommodation pre paid for the first four weeks cannot be refunded.

5.5 All changes to accommodation incur a fee of \$120.00.

5.6 A hold fee of \$160/week applies for students wanting to retain their room while taking

holidays.

5.7 Students must advise the school of any changes to contact details or residential address.

5.8 Illegal, anti social, dangerous or offensive behavior whilst at a homestay or our student accommodation can result in immediate expulsion from the school without refund.