

Refunds

In accordance with New Zealand law.

Refunds

Current Government regulations for private language schools in NZ are:

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 are made after the student has cancelled their student visa for Worldwide School and/or changed their return flight and shown these to a Director at Worldwide School. After the above periods no refund will be given unless in exceptional circumstances and 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.

Before arrival in New Zealand:

In the event of a visa decline from Immigration New Zealand we will require a copy of the decline letter. In this case there will be no penalty and there will usually be a full refund, less administration and bank costs.

In the event of a cancellation before arrival in New Zealand for other reasons we will charge a cancellation fee of NZ\$500. There will then be a refund of the remainder, less administration and bank costs, depending on the circumstances.

In addition if there is accommodation cancelled less than 2 weeks before course starts then the first 2 weeks accommodation fees will also not be refunded.

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

Accommodation refunds:

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 Worldwide House manager.

Students cannot have their first 4 weeks of accommodation refunded.

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