

REFUND POLICY – Please read carefully

Refunds will only be made in accordance with the following policy:

All cancellations must be in writing

1.0 Before commencement of the course

If notification of cancellation is received in writing before commencement of study, Kiwi English Academy will refund all homestay fees and tuition fees, less the enrolment fee and the accommodation placement fee. Any application for a refund must be accompanied by the original receipts and “Offer of Place”. When the refund is made, Kiwi English Academy will advise New Zealand Immigration Service (NZIS) that the “Offer of Place” has been cancelled.

2.0 After course commencement

- 2.1 **For courses of up to and including four weeks and six days.** If notification of cancellation is received within the first two days of the course, the student will be refunded 50% of the course fees.
- 2.2 **For courses of five weeks or more but less than 13 weeks.** If notification of cancellation is received within the first five days of the course, the school will retain 25% of the course fees and refund the balance to the student.
- 2.3 **For courses of 13 weeks or more.** If notification of cancellation is received within 10 working days of course commencement the student will be refunded in full less a deduction for costs incurred by Kiwi English Academy Ltd up to a maximum of 25% of the total fee paid.
- 2.4 No refund of tuition fees will be given once 10 days have lapsed from the commencement of the course.

3.0 Refunds will be paid:

- 3.1 In New Zealand dollars (NZ\$)
- 3.2 By cheque sent to:
 - i) The applicant’s registered address;
 - ii) Another institution, if requested in writing with the applicant’s signature, supported by evidence of an “Offer of Place” to another institution; or
 - iii) Under special circumstances the refund can be paid directly to a nominated bank account.

4.0 Cancellation of homestay/alternative accommodation

- 4.1 A minimum of one week’s notice is required to either request a homestay change or to cancel homestay.
- 4.2 If homestay is cancelled after course commencement, the unused portion of the accommodation fees will be refunded on a fortnightly basis for the duration of the course, less one week’s notice and less the \$25.00 administration fee.
- 4.3 Students studying at the Junior Campus and/or who are under 18 must stay in a Kiwi English Academy approved homestay for the duration of their course.