



CANCELLATION AND REFUNDS

3.1 Cancellation of class by The Campbell Institute:

Cancellation or Course Reduction before the end of the eighth course day:

The Campbell Institute will refund all tuition fees and will also refund any unused portion of accommodation fees, taking required notice periods into account. Accommodation Placement Fee is non refundable.

Cancellation or Course Reduction after the end of the eighth course day:

The Campbell Institute will refund any unused portion of tuition fees – pro rata – minus any non refundable portion of fees such as administration or placement fees.

3.2 Force Majeure

The Campbell Institute is not liable for failure to perform its obligations if such failure is as a result of Acts of God that are beyond the reasonable control of the parties (including, but not limited to: fire, flood, earthquake, storm, hurricane, infectious diseases or pandemics, loss of electricity, internet or telephone service).

If The Campbell Institute sites Force Majeure as an excuse for failure to perform its obligations, then it must prove that it took reasonable steps to minimise delay or damages caused by foreseeable events, that the school substantially fulfilled all non-excused obligations, and that the other party (student, agent, etc.) was, where possible, notified of the likelihood or actual occurrence of the event.

3.3 Withdrawal by a student:

Once the course has started:

For enrolments of up to five weeks: If the student withdraws within the first two days of the course, The Campbell Institute will refund 50% of the unused weekly tuition fees.

For courses between 5 and 12 weeks inclusive: Withdrawal by a student at any time up until the end of the fifth working day of the course will result in a refund of 75% of total course-related fees paid. Withdrawal from a course after the end of the fifth day will not result in any refund.

For courses of 3 months and greater: Withdrawal by a student at any time up until the end of the tenth day of the course will result in a full refund of tuition fees minus no more than 25% of course related fees paid. Withdrawal from a course after the end of the tenth day of the course will not result in any refund.

3.4 After the above withdrawal deadlines, The Campbell Institute will not refund any fees except for unused homestay fees.

3.5 The Enrolment Fee, Materials Fee and Accommodation Placement fee are non-refundable.

3.6 We do not refund fees or give a free extension of the course if the student:

- Arrives later than the course start date without notifying The Campbell Institute
- Takes time off during the course (excluding approved holidays)
- Leaves before the course end date

3.7 Under the following circumstances, refunds are given at the discretion of the Director, taking into account the circumstances and any costs already incurred by the school;

- The signatory ceasing to provide a course of educational instruction as contracted with a student, whether it stops of its own accord or as required by an education quality assurance agency
- The signatory ceasing to be a signatory
- The signatory ceasing to be a provider

If directed by the student, the code administrator or the agency responsible for fee protection mechanisms, The Campbell Institute agrees to transfer the amount to another signatory as agreed with the student (or the student's parent or legal guardian).

In the case where a student is unable to take up their enrolment due to a declined visa application, and that the student has already paid their fees, Campbell will provide a full refund, excluding:

- Administration/Enrolment Fee
- Full refund of accommodation fees, as long as notice of the visa decline is provided to Campbell at least 1 week prior to start date. Otherwise, the placement fee may not be refunded and the student will need to provide 1 week of notice to the homestay
- Any other direct costs incurred by Campbell as a result of the enrolment

This refund will be processed after receiving the letter issued by Immigration New Zealand, explaining the reason for the visa decline. Students must sign the Public Trust refund form provided by The Campbell Institute in order for the refund to be considered for

approval.

- 3.8 Students enrolled in private tuition must notify The Campbell Institute at least 24 hours in advance to cancel a lesson, otherwise there is no entitlement for a refund or option to reschedule the class without further payment.
- 3.9 The Campbell Institute will notify Immigration New Zealand of students who withdraw from their course.

HOLIDAY DURING COURSES

- 4.1 Students may take a maximum of one week's holiday for each 12 weeks of study without loss of tuition, subject to visa conditions. The Campbell Institute will not give refunds or course extensions for holidays over this allowance.
- 4.2 Students must give at least one week's notice of the holiday request. If not, The Campbell Institute may not grant the request and the student will lose any related tuition fees.