

INTERNATIONAL FEE-PAYING STUDENTS – REFUND POLICY

INTRODUCTION

This policy details the procedure to follow when an International Fee-Paying Student makes an application for a refund or partial refund of fees paid to Cobham Intermediate.

OBJECTIVES

- To protect both the student and the School from any situation which may result in unfair reimbursement of fees paid, in accordance with the Education (Pastoral Care of International Students) Code of Practice 2016.
- The school will always investigate a claim for a refund and act fairly.

GUIDELINES

Where at any time an International Fee-Paying Student withdraws from a course of study before the completion date at Cobham Intermediate, in order to get any refund, the following conditions will apply:

- 1 If the student changes his/her mind before coming to New Zealand, the full fees will be refunded less an administration fee of \$500.00. This includes if a student is not granted a student visa to attend school.
- 2 If the student wishes to withdraw after the commencement of the period of study, the student must apply in writing to the Principal. The Principal will take into consideration the special circumstances of the withdrawing student and:
 - (a) Costs incurred by the Board of Trustees.
 - (b) The salaries of the teachers and support staff and any other components of the fee already committed for the duration of the course.
 - (c) An amount, which covers the use of the facilities and resources to the date of withdrawal.
 - (d) Any refund of the international student's fee from the Government.
- 3 Refunds/partial refunds of fees paid will only be made in exceptional circumstances at the discretion of the Principal. Exceptional circumstances would be:
 - (a) Returning home because of the student's serious illness (medical evidence must be provided, i.e. a certified Doctor's Medical Certificate in English).
 - (b) Returning home because of death or serious illness of a close member of the student's family.
 - (c) The school is closed for a period of one week or more due to force majeure. (Force majeure means an event beyond the reasonable control of the school, such as snow, earthquake, etc.)
- 4 No refunds will be made to the student if he/she wishes to transfer to another school in New Zealand or overseas.
- 5 Where the student status changes to Permanent Residency or his/her parents obtain a work permit during a school year, unspent fees will be refunded as from the start of the following

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term, less an administration fee of \$500.00. Students will need to provide documentation of the residency within 14 days of it being granted.

6. No refunds will be made to students who are asked to leave Cobham Intermediate because of misbehaviour or poor attendance.
7. No refunds will be made if the student has special needs that were not explained to the school or where not on the enrolment form.
8. Administration, insurance and homestay placement fees are non-refundable after the student has started their course.
9. Any activity or other fees incurred by a student during enrolment and unpaid at the time of withdrawal, will be deducted from any eligible refund.
10. In the unlikely event of Cobham Intermediate not being able to deliver its normal teaching programme, unspent fees will be refunded for the period of non-delivery of the programme.
11. All refunds will be paid either to the parents of the student or to an agent/designated caregiver with written authority from parents. No refunds will be given directly to students.
12. NZ Immigration Service will be notified if a student ceases to attend Cobham Intermediate School for any reason.

FULL OR PARTIAL REFUND OF FEES:

1. Parents must apply in writing to the principal of Cobham Intermediate explaining the special circumstances of their claim within one month of their child's last day at school (or within one month of their child gaining permanent residency). If their child is leaving, parents must also complete the official leaving process.
2. If a student applies for a refund before the course starts, Cobham Intermediate will refund the fees in full, less an administration fee of NZD \$500.00.
3. If a student applies for a refund after the course starts (i.e., in Terms 1 or 2), but before the second half of the course (i.e., Terms 3 & 4), Cobham Intermediate will refund the fees in full, less:
 - An administration fee of NZD \$500.
 - Costs to the school already incurred for tuition.
 - Component of the fee already committed for the duration of the course.
 - Specialist fees (if applicable).
 - Appropriate proportions of salaries for teachers and support staff (if applicable).
 - Costs already incurred for the use of facilities and resources.
 - Any other costs already incurred.
4. If a student applies for a refund after the second half of the course, Cobham Intermediate will usually not refund the fees unless there are special circumstances (e.g., death of a close family member, serious illness, or accident).

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EXECUTION:

By signing below, I acknowledge that I have read and fully understand the terms and conditions set out in the Cobham Intermediate Fee Refund Policy.

Parent Signature: _____

Name of Parent: _____

Address of Parent: _____

Name of student: _____

Date: _____

Chairperson:

Approval Date:

Review Date: