Ormiston PRIMARY SCHOOL
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REFUNDS POLICY

Purpose

This refund policy outlines how Ormiston Primary School will manage a request for a refund of international student fees from the organisers of group study tours of less than one term's duration. For students travelling together, but enrolled for one full term or longer, the school's normal refund policy will apply.

Requests for a refund of fees on cancellation of a group study tour or early withdrawal by one or more students on the tour:

Ormiston Primary School will consider all requests for a refund of fees. Requests should be made in writing to the school as soon as possible after the circumstances leading to a request. Requests may be submitted:

- by email to admin@ormps.school.nz
- in person at the school office; or
- by post to The Principal, Ormiston Primary School, PO Box 217053, Flat Bush, Auckland, 2016

A request for a refund should provide the following information to the school:

- The name of the study tour
- The circumstances leading to cancellation of the tour / student withdrawal
- The amount of refund requested
- The name of the person and organisation requesting the refund
- The name of the person and organisation who paid the fees
- The bank account details to receive any eligible refund
- Any relevant supporting documentation such as receipts or invoices

Ormiston Primary School will acknowledge receipt of a refund application within five (5) working days.

A decision will normally be made within twenty (20) working days of receiving all required information and supporting documentation.

Where additional information is required, Ormiston Primary School will advise the applicant of the information needed and the timeframe for providing it.

The school may consult with relevant staff, agents, or other relevant agencies, organisations or individuals when assessing an application.

Non-Refundable Fees:

The following fees are non-refundable:

Administration Fee: Administration fees meet the cost of processing study tour and are incurred whether or not the tour goes ahead.

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Insurance:	Once insurance is purchased, the school is unable to refund insurance premiums paid on behalf of students. Tour organisers may apply directly to an insurance company for a refund of premiums paid.
Tuition Fees:	1. Where one or more individual student on a study tour voluntarily returns home early for any reason, there will be no refund of tuition fees except in exceptional circumstances. 2. Where one or more students return home early following disciplinary processes by the school, there will be no refund of tuition fees. 3. Where the tour is cancelled prior to arrival in New Zealand the school will consider the circumstances leading to the cancellation of the tour and may refund some or all of the tuition fees.
Outstanding Activity Fees:	Any activity or other fees incurred by a student during enrolment and owed to the school at the time of withdrawal, will be deducted from any eligible refund.

Requests for a refund for failure to obtain a visitor visa:

If students studying on a group tour fail to obtain a visitor visa, a refund of international student tuition fees will be provided less an Administration Fee of $100. Evidence of visa decline must be provided to the school.

Requests for a refund in the event of natural disaster or epidemic or other event causing travel disruption:

Where circumstances beyond the control of the tour organisers, relating to volcanic eruption, earthquake, epidemic or other event beyond their control result in cancellation of the tour, and the school is satisfied that cancellation is necessary, tour fees will be refunded less any relevant non-refundable fees outlined above.

Requests for a refund where the study tour is cancelled by the organiser for any other reason:

The school will consider the circumstances of the cancellation, but except in the circumstances described above relating to a natural disaster or epidemic, tuition fees are non-refundable.

Requests for a refund for failure to provide a course, cessation as a signatory or cessation to be a provider:

If the school fails to provide the agreed course of education or is no longer a signatory to the Code or no longer operates as an international education provider, the school will negotiate with the tour organiser to either:

- Refund the unused portion of international student tuition fees or other fees paid for services not delivered or
- Transfer the amount of any eligible refund to another provider or
- Make other arrangements agreed to by the tour organiser and the school.

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Other circumstances where a refund request may be considered:
In certain circumstances, a compassionate refund may be considered. The tour organiser should apply to the school for a refund outlining the circumstances leading to the early withdrawal of the student and should provide documentary evidence of these circumstances.

Refunds to be made to the country of receipt:
Unless otherwise agreed in writing, all eligible refunds of fees received from outside of New Zealand will be refunded to the bank account of origin in the source country.

Rights of tour organisers and families after a decision regarding a refund has been made:
A decision by the school relating to a request for a refund of international student fees will be provided to the tour organiser in writing and will set out the following information:

- Factors considered when making the refund decision
- The total amount to be refunded
- Details of non-refundable fees

Approved refunds will usually be paid within twenty working days of the decision being communicated, provided relevant banking information has been supplied. Any bank charges or foreign exchange costs associated with the refund may be deducted from the refund amount.

In the event the tour organiser or parent is dissatisfied with a refund decision made by Ormiston Primary School, or is dissatisfied with the process Ormiston Primary School followed when making the refund decision, they may request an internal review by submitting a written request to the Principal within ten working days of receiving the decision.

The review request should specify:

- the aspects of the decision being challenged; and
- any additional information the applicant wishes to be considered.

The Principal, or a delegated senior staff member not involved in the original decision where reasonably practicable, will review the application and advise the applicant of the outcome in writing.

If the tour organiser, parent or legal guardian is not satisfied with the outcome of the school's internal review process, they have the right to have the refund decision reviewed by the International Student Disputes Resolution Scheme. More information may be found on the Study Complaints website.

Review and Reporting:

Review
The school will review the conditions relating to this policy as part the annual self-review. The school will collect and record appropriate evidence of the review.

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Reporting

The staff member in charge of international education will report directly to the school Principal on the operation of the school's policy for the refund of international student fees.

This policy has been approved by the Board of Trustees: Approval Date: _____

This policy has been reviewed on: Review Date: _____

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