

## **IPSWICH GRAMMAR SCHOOL REFUND POLICY**

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### **WRITTEN REFUND POLICY in the case of a WRITTEN AGREEMENT between the School and the Applicant**

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#### ***REFUND POLICY***

All applications for a full or part refund of course money should be made in writing to the Headmaster by the person who has a signed agreement with the School. The School should receive the refund application within 7 days of either the student's failure to start the course or withdrawal from the course.

Payment of any refund due will be made within 4 weeks of receiving the written application for refund. If a refund is due, but no written application is received within 2 months of the agreed starting date or withdrawal date of the student, a cheque for the amount owing in AUD will be sent to the person who had a signed agreement with the School, at the last known address.

If there are exception circumstances for a student's failure to start a course, or withdrawal from a course, a written explanation of the circumstances should be made to the School. The School may approve a greater amount of refund than defined below in some cases. Each individual case will be decided on merit.

Unless there are approved exceptional circumstances, course money paid to the school will be refunded as per 'Attachment D'.

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# IPSWICH GRAMMAR SCHOOL REFUND POLICY

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## **Conditions of Entry** ***Refunding of Fees***

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The policy of Ipswich Grammar School regarding the refunding of fees paid to the School for Overseas Students who do not begin or complete a contracted course is:

### **Enrolled at IGS but does not commence a course or the School received less than twelve weeks written notice of the withdrawal of the student.**

1. The application for Enrolment Fee (current \$AUD50) is not refundable
2. The Acceptance Deposit (currently \$AUD2000) plus any advance school fees paid will be refunded if a Visa is not granted.
3. The Acceptance Deposit (current \$AUD2000) will not be refunded if a Visa is granted and the student is expected to commence at the School.
4. Any fees paid in advance, apart from those in respect of the current term will be refunded in Australian Dollars to the person/s responsible for the payment of the student's fees as indicated on the Application for Enrolment Form.

### **Commenced the course but did not finish.**

Twelve weeks notice from the parents was received by the School.

1. The Security Deposit less any monies owing will be refunded in Australian Dollars.
2. All other fees, paid in advance, less those owing for the current term will be refunded in Australian Dollars.
3. All refunds will be sent in Australian Dollars to the person's responsible for the payment of the student's fees as indicated on the application for Enrolment/Information Update form.
4. Any refund will be processed no later than 4 weeks after receiving a written claim from the student in accordance with the *ESOS Act 2000*.

All Acceptance Deposits and Term Fees paid in advance are held in Trust. Fees payable for the current term are transferred from Trust to the General Fund Account with the balance of fees paid in advance remaining in the Trust Account.

**This agreement does not remove the right to take further action under Australia's consumer protection laws. This agreement does not negate the student's right to pursue other legal remedies with regard to dispute resolution processes.**

Provider default is covered by the provisions of the ESOS 2000 and the ESOS Regulations 2001.