

## ENGLISH FOR ACADEMIC PURPOSES | REFUND POLICY

1. Bookings may be cancelled within 7 days from the registration date. During this period the student will be eligible for a full refund except any bank charges.
2. After the seven-day cool off period, the cancellation policy is as follows:

Notice of 30 days or more prior to start date	90% of the tuition fees paid are refundable*
Notice of less than 30 days prior to start date	80% of the tuition fees paid are refundable*
Notice within 0-10% of course duration	70% of the of the unused tuition fees paid are refundable*
Notice within 11-30% of course duration	50% of the of the unused tuition fees paid are refundable*
Notice of over 30% of course duration	0% refundable

\* Minus \$100 cancellation fee and any bank charges.

3. Fees charged for course materials paid and received will not be refunded.
4. Where a student withdraws or is dismissed from their program, they are entitled to 100% refund of any as-yet to be received learning materials that have been pre-paid.
5. A written notice of withdrawal is required for all refund cases. The written notice of withdrawal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which the notice is delivered.
6. If an international student delivers a copy of a refusal of a study permit to the institution the copy of the refusal letter can be used as a notice of withdrawal.
7. Any refunds due will be paid to the person or organization who originally paid the fees.
8. Refunds will be paid within 45 business days of the receipt of the written notice of withdrawal.