

INTERNATIONAL FULL FEE-PAYING STUDENT REFUND POLICY

Last reviewed: November 2023

Next review date: February 2024 by Director of Marketing and Enrolments

1. All requests for refunds are to be made in writing to the Enrolments Registrar.
2. All withdrawals of enrolment are to be made in writing to the School Principal and require a term's notice.
3. Refunds are calculated using a semester as the unit of time. A student withdrawing in Semester I, ten weeks or more before the commencement of Semester II, would receive a full refund of Semester II tuition and boarding fees less \$1,000, for administrative expenses.
4. This agreement, and the availability of a complaints and appeals process, does not remove the right of the student to take action under Australia's consumer protection laws. Further information can be found at www.aei.gov.au.
5. St Mary's Anglican Girls' School's dispute resolution processes do not circumscribe a student's right to pursue other legal remedies.

Reason for Refund	Notification Period	Refund
Student's application for a student visa unsuccessful.	Before semester/education service commences.	Full refund (less maximum of 5% or \$250, whichever is the lesser, for administrative expenses).
Student with a student visa withdraws.	More than ten weeks before semester/education service commences.	Full refund (less maximum of 10% or \$1,000, whichever is the lesser, for administrative expenses).
	More than four weeks and up to ten weeks before semester/education service commences.	70% of a semester's tuition and boarding fees (less maximum of 10% or \$1,000, whichever is the lesser, for administrative expenses).
	Four weeks or less before semester/education service commences.	40% of a semester's tuition and boarding fees (less maximum of 10% or \$1,000, whichever is the lesser, for administrative expenses).
	After semester/education service commences and during first four weeks.	30% of a semester's tuition and boarding fees (less maximum of 10% or \$1,000, whichever is the lesser, for administrative expenses).
	After the fourth week.	No refund is applicable. The unused Health Cover will be refunded (less a charge of \$250 for administrative expenses).
The School withdraws the offer of a place.	Before or after semester/education service commences.	Full refund. The provider default provisions of the <i>Commonwealth ESOS Act 2000</i> apply.
The School withdraws a student because the student has seriously breached international student visa conditions or provider's rules.	After semester/education service commences.	No refund of the semester's tuition and boarding fees and not less than 40% of fees applicable to a subsequent semester.