

## Full Fee Paying International Students Refund Policy

### Statement of Intent

Should the parent of an International student or the school deem it appropriate for tuition to cease, the Royal Oak Primary School Board of Trustees will ensure that;

- 1) The refund procedure (as per school information booklet) is followed exactly.
- 2) Funds from International students are accounted for separately as per the Fee Protection Policy.
- 3) To be eligible for a refund, parents must apply in writing to the Board of Trustees setting out the special circumstances of the claim within one month of the last day of attendance. Standard leaving processes will be followed.
- 4) In every case, the school undertakes to look fairly at applications for a refund of fees or part-fees.
- 5) Fees will be refunded in full, less
  - an Administration Fee of [NZ\$275].
  - Costs to the school already incurred for tuition
  - Components of the fee already committed for the duration of the course
  - 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.
- 6) If the application is made after the second half of a course there will be no refund, except under exceptional circumstances
- 7) In exceptional circumstances, refunds may be granted on compassionate grounds (e.g. death of a close family member, serious illness, accident). All such refunds will be at the discretion of the Principal and the Board of Trustees.
- 8) The Board of Trustees will make no refund:
  - When a student is required to leave the school for a breach of the rules and conditions of enrolment at the school or has broken a New Zealand law
  - Where a student has been stood-down, suspended or excluded
  - Where a student returns home for any reason other than serious illness, accident or death of a close family member

- If the enrolment application is found to be inaccurate in any way and the contract is terminated
  - If a student wants to transfer to another school or educational institution
- 9) All refunds will be paid to either the parents of the student or to an agent with written authority from the parents. No refunds will be given directly to the student.
- 10) International student payments are drawn down at the completion of each term to enable refunds or partial refunds to be made in the event that a student withdraws prior to the completion of the term of enrolment stated in the letter of offer.

Ratified by the Board of Trustees: 04 November 2010

Reviewed : 06 December 2012, 07 December 2014, 05 November 2015, 10 November 2016, 02 November 2017,  
19 November 2018, 05 December 2019

Signed:



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Principal: Megan Clotworthy



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Board Chair: Owen Sinclair