



middleton grange school

Christchurch New Zealand



REFUND POLICY FOR INTERNATIONAL PUPILS

This policy is based on Section 4B(7) of the Education Act 1989 and in accordance with the requirements of the Education (Pastoral Care of International Students) Code of Practice 2016 ("Code").

Policy Statement

Middleton Grange School (the School) has established the following policy for tuition refunds of International pupil fees as stated in the Contract of Enrolment (Contract)

- 1.1 Either party may terminate the Contract at any time by giving the other party one month written notice.
- 1.2 On termination by the School:
Subject to paragraph 1.4 below, the pupil is entitled to a refund of a portion of the tuition fee paid. This portion shall be calculated on the basis of the proportion that the number of school days remaining in the contracted tuition period, counting from the day after the pupil last attends the School, less twenty school days, bears to the total number of days in the contracted tuition period.
- 1.3 In accordance with the Code, if this Contract is terminated due to the School ceasing to provide a course of educational instruction as contracted with the pupil, or due to the School ceasing to be a signatory to the Code, the School will:
 - a) refund to the pupil or the pupil's parents the amount of any fees paid for services not delivered or the unused portion of fees paid; or
 - b) if directed by the pupil or the code administrator or the agency responsible for fee protection mechanism, transfer the said amounts to another signatory as agreed with the pupil or the pupil's parents.
- 1.4 Should the termination of enrolment be due to pupil's continued misconduct, expulsion or failure to provide true and accurate information on enrolment, there will be no refund of fees other than Residential Care accommodation fees.
- 1.5 On termination by the pupil:
 - a) Where the tuition period is for six months or longer
 - (i) In the first two months of the tuition period the pupil is entitled to a refund of 50% of the tuition fee paid;
 - (ii) After the first two months of the tuition period no refund of the tuition fee shall be made.
 - b) Where the tuition period is for less than six months, no refund of tuition fee shall be made.
 - c) Where the termination is due to parents transferring a pupil to another school within New Zealand, there will be no refund of fees already paid, except for any unused portion of Residential Care accommodation fees and Student Care fees.
 - d) Where the termination is due to the parent's immigration status changing and therefore the pupil's status changing from international fee-paying pupil to domestic pupil, and where the pupil has applied for and been granted a domestic place at the school, there will be no refund of fees already paid, except any unused portion of Residential Care accommodation fees and Student Care fees.
- 1.6 In addition to the amounts calculated under 1.2, 1.3 or 1.4 above, the pupil shall be entitled to a refund of any unused portion of any Residential Care accommodation fees paid.
- 1.7 Notwithstanding the conditions of clauses 1.4 and 1.5 above, in exceptional circumstances (such as a serious illness to the enrolled pupil or a member of the pupil's immediate family resident overseas) the school may decide to grant a refund greater than the amount to which a pupil may otherwise be entitled.
- 1.8 In the event of the School needing to be closed for a period longer than five consecutive days within a school year due to unforeseen circumstance, causing the School to be unable to provide tuition, the School will refund a fair proportion of the tuition fees, as calculated by the School, reflecting the period of the closure (excluding the first five days).

Refund Procedures

Middleton Grange International College has established the following procedures with regard to tuition refunds.

1. A copy of the refund policy will be given to parents prior to enrolment.
2. An application for tuition refund must be made in writing by the pupil's parents to the Director of Middleton Grange International College explaining the reason/s for why a refund is requested, including any special circumstances.
3. The criteria for refund as detailed in the Refund Procedures will be applied by the Director of Middleton Grange International College. The decision on the application for refund will be in writing.
4. If there is a dispute in the decision on the refund, then the process outlined in the Grievance Procedures must be followed.
5. Any transaction costs relating to any refund will be passed on to the beneficiary.