SEYMOUR COLLEGE

COLLEGE REFUND POLICY

1. Seymour College requires all course fees, including tuition fees, to be paid directly to the school and does not accept course fees from education agents.
2. The application fee is non-refundable.
3. Course monies which are not related to tuition will be refunded on a pro rata basis.
4. Fees are payable 6 monthly in advance in according to the school's Overseas Student fee schedule provided by the school.
5. All notifications of withdrawal from the College or Boarding House must be made in writing to the Principal of Seymour College.
6. Notification of withdrawal after commencement of the course requires one term's notice, otherwise, a term's fees in lieu of notice will be charged. This includes withdrawal from the Boarding House.
7. All fees must be paid in Australian dollars. Refunds will be reimbursed in Australian dollars and the payment sent to the applicant's home country unless otherwise requested. Refunds will be paid to the person who enters into the written agreement.
8. The College will refund within 28 days all tuition and boarding fees paid where the student produces evidence that the application made by the student for a student visa has been rejected by the Australian immigration authorities.
9. The College will refund within 28 days of the receipt of written notification of cancellation of the enrolment by the student (or parent/legal guardian if the student is under 18) tuition and boarding fees paid by, or on behalf of, the student less the amounts to be retained as agreed and detailed below:
   (a) if written notice is received up to 4 weeks prior to commencement of the course, the College will be entitled to retain an administration fee of AU $200.00
   (b) if written notice is received less than 4 weeks prior to commencement of the course 70% of the tuition and boarding fees will be refunded.
   (c) if written notice is received after the commencement date and before the end of the first term of the student's course, one term's course and boarding fees will be refunded.

10. If the student changes visa status (e.g. becomes a temporary or permanent resident) she will continue to pay full overseas student's fees for the duration of that year.

11. Where a student's enrolment is cancelled for any of the following reasons, a cancellation fee of 100% of the current semester fee is applicable:

    (a) failure to maintain satisfactory course progress (visa condition 8202);

    (b) failure to maintain satisfactory attendance (visa condition 8202);

    (c) failure to maintain approved welfare and accommodation arrangements (visa condition 8532);

    (d) failure to pay course fees;

    (e) any behaviour identified as resulting in enrolment cancellation in Seymour College's Relationships Policy and other policies.

12. Any default by the College will be covered by the provisions of the ESOS Act 2000 and the ESOS regulations 2001 (as amended). These include:

    (a) if for any reason the College is unable to offer a course, a full refund of fees paid will be made within 14 days of notification or course cancellation;

    (b) if for any reason the College is unable to continue offering a course after commencement, a full refund of fees paid will be made within 14 days of notification of course cancellation.

    (c) In the event that the school is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student will receive advice to seek assistance from the Australian Government's Tuition Protection Service.(For more information on the TPS, please see: https://tps.gov.au/Information/Students/How

13. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Definitions
a. Non-Tuition Fees – fees not directly related to provision of the student's course
b. Prepaid Fees – Tuition fees received by the College for a study period of the student's course before the student begins the study period
c. Tuition Fees – fees directly related to the provision of the student's course