CANCELLATION, PAYMENTS & REFUNDS POLICY

A. Domestic Students

1. Refunds requested by participants: After a deposit or instalment payment is made, the refund arrangements are as follows:
   
a) Refund requests must be in writing, signed and dated by the person requesting the refund and delivered to the College in person, by fax or letter.
   
b) 50% of the deposit paid is refundable if a written application is received by the College 28 days or more prior to the proposed course commencement date.
   
c) The deposit is non-refundable for refund applications received by the College less than 28 days before the proposed course commencement date.
   
d) Instalment payments are not refundable.
   
2. Course cancellation: In the unlikely event that the College is unable to commence the course, the initial fee payment and any instalment payments received by the College will be refunded. The refund will be paid within 2 weeks of the day on which the course was cancelled. Alternatively, enrolment in an alternative course may be offered by the College.
   
3. Missed payments: If payments are not made by the due dates, you will be excluded from attendance and have their enrolment suspended for the lesser of one week or until the missed instalment payment is made. If the missed instalment payment has not been made at the end of the one-week suspension you will have their enrolment cancelled.
   
4. Fee changes: Prior to enrolling, fees may be altered without notice. Once you have completed enrolment, fees will not be subject to change for the normal duration of the course. If a course length is extended by the student, then any fee increases will be required to be paid for the extended component of the course.
   
5. Course fees will not be refunded on or after commencement of the course.
   
6. Australian International College reserves the right to cancel or reschedule a course. In the case of cancellation, if the new date is unacceptable to the student, all monies paid to Australian International College will be refunded.

B. International Students

1. The Enrolment Fees, Accommodation Placement Fees and Airport Pick-up Fees (if applicable) are non-refundable whether you complete your course or not.
   
2. In all cases, the enrolment fee is not refundable.
   
3. Tuition Fees are refundable in full (Not the total amount which includes any other fees) if a visa application is refused by DIBP. Australian International College reserves the right to retain $300 as an administration fee. Your application for a refund must be made in writing to the Australian International College together with a copy of the visa rejection notification letter from the Australian Embassy/ High Commission/ DIBP.
   
4. All fees will be refunded in the case of Australian International College canceling or ceasing to provide a course.
   
5. Course fees will not be refunded on or after commencement of the course.
6. When you cancel the course;
   a. If an enrolment is cancelled more than 28 days prior to commencement of the course, there will be a cancellation fee equivalent to 25% of tuition fees.
   b. If an enrolment is cancelled less than 28 days prior to commencement of the course, there will be a cancellation fee equivalent to 50% of tuition fees.
   c. If you do not commence on the agreed date without any prior notification, or withdraws from the course once it has commenced, there will be no refund.

7. Where two or more courses are packaged, the conditions apply to all elements. If the enrolment fee is waived due to special conditions/offers, all refunds attract an administration charge of $300. Please note that for packaged courses, the course start date is taken to be the start date of the first course.

8. Where a visa has not been granted in time to start a course on the agreed date, you must contact Australian International College in writing and Australian International College will offer another starting date without extra charge otherwise clause 5a., 5b. and 5c. above will apply.

9. All refunds will be made in Australian Dollars (AUD) or equivalent foreign exchange value at the time of the refund. Payment of refunds will not be made directly to students in Australia, but sent to your overseas address or through the appointed agent.

10. Any payable refund will be settled within 4 weeks after a written claim is received. In the case of provider default, it will be made within 2 weeks.

11. All clients’ requests for refunds must be submitted in writing.

12. All refunds will only be made payable to the person(s) who made the initial payment.

13. Course fees are not transferable to another student or institution.

14. Bank charges are deducted for refunds made by bank draft or electronic transfer.

15. Personal insurance and student expenses are not included in the fees quoted and are the responsibility of the student.

16. r Australian International College reserves the right to cancel or reschedule a course. In the case of cancellation by Australian International College all monies paid to Australian International College by you will be refunded. In the case of a course being rescheduled, if the new date is unacceptable to you, all monies paid to Australian International College will be refunded.

**Australian International College and this policy do not remove the right to take further action under Australia’s Consumer Protection Laws or pursue other legal remedies compatible with Commonwealth or State laws.**