



North Sydney English College

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General Enquiries: info@northsydneycollege.com.au

New Admissions: admin@northsydneycollege.com.au

CANCELLATION AND REFUND POLICY

1. The Enrolment processing Fee, Accommodation Placement Fees and Airport Pick-Up Fees are non-refundable whether you complete your course or not.
2. An administrative charge of \$100 is made to vary an application (e.g. Change of Course, Change of Start Date)
3. Tuition Fees and OSHC are refunded in full where The Australian Embassy/High Commission rejects the Student's Visa Application in writing and a copy of the rejection letter is sent to North Sydney English College (NSEC).
4. Notices of Cancellation are not effective until North Sydney English College receives written notification of your cancellation.
5. Tuition fees will be refunded in part where a student wishes to cancel a course, with a letter signed by the student.
 - More than 28 days before course commencement, less 10% for administrative expenses
 - Where a cancellation occurs less than 28 days prior to the starting date of the course, 30% of tuition fees will be deducted from the full fee applicable for the semester/course.
6. No refunds will be made after the commencement date of the course. Where 2 or more courses are packaged, the conditions apply to all elements. If Enrolment fee is waived due to special conditions/offers, all refunds will attract an administration charge of \$150.00. Note that for packaged courses the course start date is taken to be the start date of the first course
7. Visa rejection refunds will require a copy of the visa rejection notification from the Australian Embassy / High Commission/ DIAC and your Official North Sydney English College receipt.
8. Course and other Fees are not transferable to another student or institution but may be transferred to another course within North Sydney English College at the discretion of the College.
9. All refunds due to student default are in Australian Dollars and processing time is within 4 weeks, from the date all required documents were submitted.
10. Any approved refunds are made payable to and sent to the student or his/her agent, in the country of origin as applicable in Australian dollars.
11. Bank charges are deducted for refunds made by bank draft or electronic transfer.
12. Personal insurance and student expenses are not included in the fees quoted and are the responsibility of the student.
13. NSEC will pay a full refund to the student within 2 weeks after the default date when NSEC:
 - Does not offer a course on the advertised start date:
 - Terminates a course after the course start date and before the course completion date
 - Does not provide a course as advertised due to sanctions by any authoritiesThis refund is equal to the daily course rate (total tuition fees divided by the total course days) x the number of course days for which the student has not received service.
14. All refund considerations will be strictly limited to the monies which NSEC has received from the student as tuition fees only i.e. exclusive of all no-refundable fees and agents' commission (whether this commission was deducted before or after student payment to NSEC).
15. Personal insurance and student expenses are not included in the fees quoted and are the responsibility of the student.

This policy does not remove the right to take further action under Australia's Consumer Protection Laws http://www.australia.gov.au/Consumer_Protection

Caprock International Pty Ltd t/a North Sydney English College (ABN 70 060 771 566)

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