



Demipair Refund Policy

***Like any business you can ask for a refund but you are not always entitled to one.
IWHP will provide refunds if the following occur:***

For full refund minus Airport transfer fee(\$50):

- ***We placed you in a home outside the travel time of one hour and we cannot replace you in a home closer.***
- ***The description of the home and family do not match the description on the family profile given before arrival .***
- ***You were treated poorly by the family eg: not enough food to eat, working over your hours of 20 hours per week .***
- ***If the family change their mind in the first month due to no fault of yours and we cannot find a suitable new placement for you.***
- ***If you have had a family emergency and have to go back home to your place of origin (depending on length of stay with your host family).***

We do not give refunds to students who:

- 1. Have excepted suitable placements and have changed your mind once you have started.***
- 2. The family have given you notice due to not completing your daily tasks and treating the family poorly.***

If you have any concern or issue throughout your placement please contact us so we can help you, Please do not wait till half way through your placement or towards the end of your placement to raise any concern or worry. We are here to help you and support you during your PLACEMENT and stay in Australia.

Please sign below to say that you understand the terms and conditions of our refund policy.

Student signature