

## Refund Policy

Condition	Action
<b>Before course commencement date</b>	
Deposit	non-refundable; applicable toward tuition
Cancels because of visa refusal.	Full refund of unused fees.
Cancels 21 days or more before student's original start date	Full refund of Tuition, Airport Pick-up, and Accommodation Placement fees.
Cancels 21 days or more before date of commencement.	80% of the Tuition fees will be refunded
Please see the demipair refund policy if you apply our demipair program.	
<b>After course commencement date</b>	
Cancels after course commencement because a student becomes ill and a Doctor decides that the student must go back to the home country	Refund of 50% of unused tuition fees
Cancels after course commencement because a student is accepted in a further education provider such as Universities (No other English Schools or English Courses)	Refund of 50% of unused tuition fees
Cancels after course commencement without the reasons mentioned above.	No refund
Cancels home stay less than 21 day in advance.	Refund of unused home stay fees
Cancels farm arrangement fee less than 21 day in advance.	Refund of 50% of Arrangement fee
Air port transfer fails to notify I.W.H.P of the flight details or any changes in details at least 48 hours before their scheduled arrival.	No refund

- \* Refund of fees paid to registered agents depends on the agent.
- \* Cancellation of home stay after commencement requires 4 weeks notice.
- \* If a student takes a holiday of 2 weeks or more they forfeit their rights to any refunds
- \* Applications for refund must be received by I.W.H.P in writing including evidence (e.g. Medical certificates or letter from DIAC rejecting Working Holiday VISA application), addressed to Hiroko Suzuki, I.W.H.P, englishstudy@iwhp.net
- \* Refunds will be processed within two working weeks.
- \* If you enrolled through an education agent, the fees will be refunded to that agent.
- \* In the unlikely event, I.W.H.P is unable to deliver your course in full, you will be offered a full refund of course fees received. Alternatively, you may be offered enrolment in an alternative course at no extra cost to you. You have the right to choose which you would prefer. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

### General Conditions

- \* Students must have a current passport and a valid visa.
- \* Students are expected to fulfil the Federal laws of Australia.
- \* I.W.H.P reserves the right to change start dates, courses, curricula and timetables of any programs at any time.
- \* All prices are in Australian Dollars and are subject to change without notice.
- \* All students must tell I.W.H.P if they have a change of address while enrolled.
- \* All students will behave in a manner which is not detrimental to the learning environment of I.W.H.P.
- \* All students will respect the rights of I.W.H.P students, staff, associates and visitors.
- \* Any photos or video footage taken at I.W.H.P or by I.W.H.P staff will remain the property of I.W.H.P and may be used in the production of materials for promotional use.
- \* The applicant, by signing the application, agrees that I.W.H.P is committed to provide a safe environment for its clients; however, I.W.H.P is not responsible or liable for any loss, damage, death or injury which students may suffer or cause as a result of/ in connection with or during the period of;
  - \* attendance at any premises operated by I.W.H.P.
  - \* attendance at any activities organised or acknowledged by I.W.H.P.
  - \* All students are responsible for their own belongings and wellbeing.