

**AIAS INTERNATIONAL
FORMALISATION OF ENROLMENT
INTERNATIONAL REFUND POLICY**

National Code Standard 3:

This agreement between registered providers and students sets out the services to be provided, fees payable and information in relation to refunds of course money.

1. If fees have been paid in advance and a student's Visa application is subsequently rejected by Australian Immigration, all course fees will be refunded in full upon receipt of a written notification from the Australian Embassy.
2. The Student Enrolment Fee is not refundable under any circumstances, but other charges such as Book and Materials Fee and Airport Greeting Fee, will be refunded in the event that your Visa application is denied. If a Visa has been approved by Immigration and Homestay accommodation has already been arranged by the Institute at the student's request, the Homestay Arrangement Fee is also not refundable.
3. If a student defaults (cancels a course before arrival) for any reason, he/she will be entitled to a pro-rata refund as under;
 - If the course is cancelled 14 days or more before commencement, 100% of the tuition fees will be refunded.
 - If a course is cancelled less than 14 days before commencement 60% of the tuition fees will be refunded.
 - No refunds will be made once the student has arrived in Australia unless the participant has a legitimate complaint against the Institute that can be substantiated under the Consumer Protection Laws of the Commonwealth of Australia, or the State of Queensland.
4. If Homestay accommodation has been reserved in advance by the Institute and the student wishes to cancel their Homestay after arrival, two weeks notice of cancellation must be given. Homestay cancelled before arrival will be refunded in full.
5. If for any reason, the Institute is unable to deliver the course for which the student has enrolled, a full refund of all fees (including Application Fee, Accommodation Arrangement and Airport Greeting Fee), will be made within 14 days from the time of notification.
6. Requests for refunds must be made in writing to The Director, AIAS Institute of English, 11 Beata St, Stones Corner, Brisbane, Queensland,

Australia 4120 stating all details of the claim for refund. The request may be posted or handed to Reception at the Institute inquiry desk.

7. If a student is expelled by the Institute for a serious breach of discipline, no fees will be refunded. The Institute has a proper grievance and dispute resolution procedure in place whereby a student can lodge an appeal if a dispute arises.
8. Notwithstanding the outcome of the Institute's dispute resolution procedure, this agreement does not remove the student's right to take further action under Australia's consumer laws or circumscribe the student's right to pursue other legal remedies.
9. No refunds for public holidays including Christmas closure.