

REFUND POLICY

- The application fee is not refundable.
- A Cancellation Fee equivalent to 20% of the tuition fee will be charged if a student has successfully applied for a Student Visa but then cancels within 30 days before the proposed commencement date.
- Application and Confirmation Fees, Health Insurance and Tuition Fees are refundable in full if a visa application is rejected.
- After commencement at the school, there will be no provisions for refund of any paid fees in the event that a student wishes to terminate his/her studies at FOUNTAIN College.
- Refunds will be made in Australian dollars payable to the party making the original payment.
- Students being suspended, expelled and sent home will not have any of their paid fees refunded.
- Applications for refunds must be received by FOUNTAIN College in writing, addressed to International Student Officer, 12 Karri Way, Ferndale WA 6148. Refunds will be processed within four weeks.
- Tuition fees are not transferable to other institutions or students.
- Bank charges are deducted from refunds made by electronic transfer or bank draft.
- Parents are to provide one term notice in writing that their child/children will be removed or not be returning to the FOUNTAIN College otherwise one term tuition fees may be charged at the College's discretion.
- If a student cancels his/her course because they were refused a student visa, all course fees will be refunded as per sections 28-29 of the ESOS Act (supporting documentation is required).
- In the unlikely event that FOUNTAIN College cancels or is not able to run a course for which you have enrolled (subject to your placement test results and whether a suitable alternative course at FOUNTAIN College can be offered), any remaining tuition fees will be refunded within two (2) weeks.
- This agreement, and the availability of complaints and appeals processes,

does not remove the right of the student to take action under Australia's consumer protection laws.

REFUND PROCEDURES

■ All refunds must be in accordance with the documented refund policies and procedures. Cancellations and withdrawals will only be accepted in accordance with specified policies and guidelines.

■ Applications for a refund must be made in writing to the International Student Officer, FOUNTAIN College, setting out the reasons for the request and accompanied by supporting documentation as appropriate.

■ The date the written request for refund is received is the effective date of notification for determining the refund guidelines.

■ Requests for refunds are to be processed and the parent/guardian advised of the outcome within four weeks of the written request for refund.

■ The refund guidelines are used to determine the eligibility for full, proportionate or no refund.

■ The parent/guardian is advised in writing of the refund application outcome, and advised of the course fees and refunds complaints/disputes procedures.

■ The refund, where appropriate, is processed in accordance with FOUNTAIN College Refund policy as above and made payable to the original fee payee, payable in Australian dollars.