

REFUND POLICY

POLICY STATEMENT

GEOS Melbourne has strict guidelines regarding refunds for monies paid. These policies have been formulated in response to the National Code of Conduct, implemented on July 1st, 2007.

GUIDELINES

ENROLMENT AND ACCOMMODATION PLACEMENT FEES

Enrolment/Registration Fees, Accommodation Placement Fees are non-refundable.

HOMESTAY FEES

If written cancellation is received 14 days prior to your arrival at the homestay a full refund of unused fees is available.

AIRPORT PICKUP FEES

If written cancellation is received 7 days prior to airport pickup a full refund of unused fees is available.

TUITION FEES

Before you start your course (all courses, excluding study tours)

- If your visa application is not granted, a full refund of tuition fees will be made, provided that sufficient evidence of visa refusal is given to the College by the refusing Australian Authority.
- If written cancellation of the enrolment is received 28 days prior to commencement, a full refund of tuition fees will be made, minus a \$200.00 cancellation fee if no enrolment fee was paid.
- If written cancellation of the enrolment is received less than 28 days prior to commencement, a refund of tuition fees, less a cancellation fee equal to two weeks' tuition will be paid, minus a \$200 cancellation fee if no enrolment fee was paid.
- After you start your course no refunds in respect to commencement of any course.

All refunds will be made within two weeks if the provider defaults and within 4 weeks if the student defaults.

Where the College cannot offer the course for which the student has enrolled, a full refund of tuition fees shall be made.

If the student has used an education agent, then all refunds will be made to that agent, fees paid to the agent will be refunded as per the agents refund policy.

All applications for refunds should be made in writing and addressed to General Manager, GEOS, 1/277 Flinders Lane, Melbourne, 3000.

GENERAL

A full week's tuition is payable in weeks comprising public holidays.

Any specials applied to the original enrolment will take place at the end of the course.

If study credit is granted, it will only include paid weeks remaining and will be valid for a period of 12 months from the date of issue.

INFORMATION DISCLAIMER

GEOS Melbourne College of English dispute resolution processes do not circumscribe your right to pursue other legal remedies. You are also given the right to be represented by a nominee if you so choose. This agreement does not remove the right to take further action under Australian Consumer Protection laws.

Australian Law requires student visa holders to inform MCE of any change of address within 7 days and other changes thereafter.

Student details may be made available to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund pursuant to obligations under the ESOS Act 2000 and the National Code. The provider is required under S19 of the ESOS Act 2000 to tell the department of:

- (i) certain changes to the student's enrolment
- (ii) any breach by the student of a student visa condition relating to attendance or satisfactory academic performance.