



Refund Policy

In order to be considered for enrolment at Yarra Valley Grammar, an application for enrolment must be completed and signed by the parent or guardian of the student. This signature indicates that the parent/guardian has read the conditions of enrolment and agrees to be bound by them.

An Application fee and Enrolment charge of \$1555 is required with every new enrolment. This is non-refundable upon withdrawal except under special circumstances. Such circumstances will be determined entirely at the discretion of the Principal.

A signed business agreement is then entered into with the parents/guardian of the student.

The school's policy for notice for withdrawing a student provides for one school term's notice to be given, in writing. If a term's notice is not given in writing before removing a student from the school, a term's fee in lieu thereof is chargeable.

Any refund of tuition fees in the event of visa refusal or school default is prescribed by legislation (Education Services for Overseas Students (ESOS Act 2000 and Regulations 2001)).

Terms and conditions under which a pro rata refund of tuition fees will be granted are set out below:

- Where a student does not start a course on the agreed date, or withdraws before completion with adequate notice
- Where the School is no longer able to deliver the course offered, the tuition fees paid upfront will be reimbursed
- Where the student suffers an illness which, in the opinion of the Principal, dictates that the student would be best cared for by returning to his/her home country and family
- Where the student leaves the school due to unresolved social problems or grievances
- Upon the death of a parent or member of immediate family
- In the event of civil unrest or war in the student's home country, and where the need consequently exists for the student to return home;
- Where the school is directed to make the refund by way of tribunal or court order or by other legal agency
- Any other circumstances, which may arise and which, in the opinion of the Principal, are beyond the reasonable influence of the student or parties acting for the student.

NB: Approval for refund on any or all of these grounds will be at the discretion of the Principal. No retention of tuition fees beside the expired proportion of the overall fees will be made in these circumstances.

In all other cases, the specified period required for notice to withdraw a student is one full school term. If, for example, a student is withdrawn without reasonable cause mid-way through a school term, the full amount of the fee charged for that term would be retained. If withdrawal were made late in the term, by way of further example, this may be extended to include payment for one full term. This would be at the discretion of the Principal.

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.

Refunds will be paid within the relevant time period as specified in the ESOS Act 2000. For more information regarding your ESOS rights and responsibilities, refer to <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>.