

# Refund policy

| Situation  | Refund   | Notes  |
|--|--|--|
| <b>No visa issued</b>  | 100%   | <i>Administration fee not refunded</i>   |
| <b>Program cancelled</b>   | 100%   | <i>All fees refunded</i>   |
| <b>Withdrawal before start of program</b>  |  | <i>Orientation Day is regarded as program commencement date for refund purposes</i>  |
| • More than 28 days  | 90%  | <i>Administration fee not refunded</i>   |
| • 28 days or less  | 80%  |  |
| <b>Withdrawal after start of program</b>   | No refund of fees paid for next 10 weeks, 75% of remaining fees refunded | <i>10 week period calculated from date of receipt of Request for refund form</i><br><i>Administration fee not refunded</i> |
| <b>Transfer to SAIBT</b>   | 100% of balance of fees paid can be transferred to SAIBT                 |  |
| <b>Transfer to another provider</b>  |  |  |
| • ELICOS provider  | No refund  |  |
| • Other provider   | 75%  | <i>Must provide evidence of meeting English language prerequisites</i>   |
| <b>Transfer to another CELUSA program</b>  | 100% refund of any difference in fees                                    |  |
| <b>Non-use of accommodation service or guardianship fee</b>  | 100%   |  |
| <b>Deferring after program starts</b>  | Fees can be transferred to a later start date                            | <i>Must be within 12 months</i>  |
| <b>Student expelled</b>  | No refund  |  |
| <b>Visa cancellation</b>   | No refund  |  |
| <b>Late arrival</b>  | No refund  |  |
| <p>Applications for refunds should be made on the <i>Request for refund</i> form supplied in the CELUSA Student Guide or from CELUSA Reception. The form should be handed to the CELUSA Program Support Officer as soon as possible after the reason for a refund arises. Refunds will be paid within 4 weeks in the case of student default, and 2 weeks in the case of CELUSA default.</p> |  |  |