

## ELC Refund Policy

For cancellation of your English language program the following terms and conditions apply:

- For program cancellations with more than 28 days' notice, ELC will retain a \$250 cancellation fee
- For program cancellations with less than 28 days' notice, ELC will retain 25% of the tuition fee in addition to a \$250 cancellation fee
- For program cancellations due to a refusal of a student visa with ELC will retain a \$250 cancellation fee only
- For program cancellations on or after the day of commencement, there will be no refund.
- The term 'program' refers to your entire enrolment at ELC and can encompass a combination of several courses
- Additional refund policies apply for any extra services you have booked. Please refer to the relevant policies.
- If you defer your program and later cancel it prior to your new start date, the cancellation policy will apply from the original course start date, not your new start date.

Reason for refund request	Documents required
1. Student visa is refused	<ul style="list-style-type: none"> <li>• Visa refusal letter</li> </ul>
2. Student wants to cancel before their course start date (See above)	<ul style="list-style-type: none"> <li>• Written request from the student stating the reason for cancellation</li> </ul>
3. Student has had an accident OR is sick and needs to return home	<ul style="list-style-type: none"> <li>• Original medical certificates from an Australian doctor indicating the severity of the condition – See 'Compelling and compassionate circumstances document)</li> <li>• A return flight ticket with a return date indicated within 10 days from the time of request</li> </ul>
4. Other compassionate or compelling circumstances (such as an immediate family* relation is sick and the student needs to return home)	<ul style="list-style-type: none"> <li>• See 'Compelling and compassionate circumstances document)</li> <li>• Documents might include medical or death certificate; evidence of relationship to student; police report etc</li> <li>• A return flight ticket with return dates indicated within 10 days from the time of request</li> </ul>
5. Student changes their mind about studying once their course has started	<ul style="list-style-type: none"> <li>• Refunds requests will <u>not</u> be considered after the student has started their course at ELC (unless it is due to a reason stated above).</li> </ul> <p>NOTE: Transferring to another provider does <u>not</u> constitute grounds for a refund.</p>
6. Student is not happy with one or more aspects of their course at ELC.	<ul style="list-style-type: none"> <li>• Student should follow the complaints procedure which is initiated by making an appointment with the Director of Studies. NOTE: We cannot consider a refund based on complaints made once the student has left the school.</li> </ul>

- A refund request form completed and signed by the student and submitted to the Director of Studies
- In cases of illness or compelling or compassionate circumstances, the student may be offered a postponement of their course if it appears likely that the student will be in a position to return to his/her studies within 12 months.
- Refunds may take up to 4 weeks to be processed. If a student booked through an agent then the refund will be made to that agent. If you paid with a credit card, refunds will be made to the same account.
- Program fees are not transferable to another person or institution.
- Refunds are considered on a case by case basis