

Conditions of Enrolment

1. Enrolment

- 1.1 Enrolment is subject to the following conditions and becomes a legal contract on acceptance of a student by **Language Schools New Zealand (LSNZ)**.
- 1.2 **LSNZ** reserves the right to change its course arrangements without prior notice.
- 1.3 **LSNZ** reserves the right to deny any student enrolment without explanation at the discretion of the Director.

2. Fees

- 1.1 Fees must be paid in advance and in full along with four weeks advance payment for accommodation if requested.
- 1.2 Fees, once paid, cannot be refunded except as described below.
- 1.3 All fees and accommodation payments are calculated as full weeks and no refund is given for part weeks. There is no refund for days when the schools are closed due to public holidays.
- 1.4 In the event of late arrival, absence or early departure from a course, no refund of fees or free extension of the course is granted.

3. Refunds and Cancellations

A course is defined by the number of weeks paid for and does not include any bonus or scholarships that may be offered from time to time
Current Government regulations for private language schools in NZ are:

- 3.1 Before the student arrives in New Zealand.
If the student is unable to come to New Zealand for any reason, we will return the fees in full less a cancellation charge of NZ\$500.
- 3.2 After the student arrives in New Zealand.
 - a) For courses of two to four weeks:
When the student withdraws within the first two days of the course for which attendance is required, LSNZ will retain up to 50% of the full amount of any payments made; unless
 - b) For courses of five weeks or more but less than fourteen weeks:
When the student withdraws within the first five days of the course for which attendance is required, LSNZ will retain up to 25% of the full amount of any payments made; unless
 - c) For courses of fourteen weeks or more (student visa):
Students withdrawing within the first 10 working days of the course must be refunded in full less a deduction for costs incurred by the PTE, up to a maximum of 25% of the fee total paid.
We (LSNZ) will provide to you (student) details of the cost components for the purpose of working out the maximum deductible percentage. In the event of a dispute over the cost component deducted, you can refer the matter to the International Education Appeal Authority.
- 3.3 Refunds are sent to the payment source (usually agent/retailer) of the student after the student has cancelled their student visa for LSNZ and/or changed their return flight and shown these to a Director at LSNZ. After the above periods no refund will be given unless in exceptional circumstances and at the discretion of the Directors.
- 3.4 Refunds are calculated in NZ\$ regardless of the currency in which payment was received.
- 3.5 Students cannot shorten courses or transfer afternoon classes to extra morning classes. Students are not able to transfer their tuition fees to another student.
- 3.6 Accommodation cancelled more than 2 weeks before course starts will be charged the Accommodation Placement fee.
- 3.7 Accommodation cancelled less than 2 weeks before course starts will be charged the Accommodation Placement fee and 2 weeks accommodation fees.
- 3.8 The enrolment fee is non refundable.
- 3.9 After arrival accommodation payments can be refunded after 2 weeks notice is given to both the host family and Homestay co-ordinator or to the LSNZ manager.
- 3.10 Students cannot have their first 4 weeks of accommodation refunded, this is due to the Accommodation Guarantee we must give. Accommodation refunds after that are given after 2 weeks notice.
- 3.11 Closure Event
LSNZ protects its students' tuition and accommodation fees with a bank bond and static trust approved by the NZQA. In the event of course or school closure, students are advised that they may contact the NZQA for details of refund for course and accommodation fees outstanding.

4. Course Changes

- 4.1 No reduction can be made to courses after arrival in New Zealand.
- 4.2 Any permissible changes to course details must be requested two weeks in advance.
- 4.3 You can extend your studies at LSNZ without paying another enrolment fee.
- 4.4 Changes to another LSNZ course may be possible but are not guaranteed and may not be possible due to visa regulations.
- 4.5 The change of course fee is NZ\$300.

5. Accommodation

- 5.1 Changes to accommodation can only be made after 14 days notice.
- 5.2 If suitable notice is not given, two weeks accommodation must be paid in lieu.
- 5.3 Accommodation extension fees must be paid in advance.
- 5.4 Accommodation pre paid for the first four weeks cannot be refunded.
- 5.5 In special circumstances the first change to accommodation is free and is up to the discretion of management. Otherwise a reduced placement fee of \$90 must be paid.
- 5.6 A hold fee of \$120/week applies for students wanting to retain their room while taking holidays.

- 5.7 Students must advise the school of any changes to contact details or residential address.

6. Rules and Regulations

- 6.1 Should a student not comply with the school rules and the laws of New Zealand, or fail to attend the course in which he/she is enrolled for, the school reserves the right to expel the student and is legally bound to advise the immigration service.
- 6.2 In the event of expulsion, there is no refund.
- 6.3 Students receive a full list of school rules on their first day at our schools.

7. Insurance & Liability

- 7.1 **LSNZ** shall not be liable if the contracted services cannot be provided for reasons beyond its control.
- 7.2 The student **must** undertake his or her own insurance against personal accident or illness. We can arrange this through our Health Insurance company. Details are available on request.
- 7.3 Students are advised to arrange personal insurance against theft, loss of, or damage to personal property, as neither **LSNZ** nor the host families are liable for any loss or damage to property or persons, however caused, except where such liability is imposed by New Zealand law.
Health and Travel Insurance: Most students are not entitled to publicly funded health services while in New Zealand unless they are:
 - A resident or citizen of Australia; or
 - A national of the United Kingdom in New Zealand; or
 - The holder of a temporary permit that is valid for two years or more.If you do not belong to one of these special categories and you receive medical treatment during your visit, you will be liable for the full cost of that treatment. It is a requirement that all overseas students have medical insurance while studying in New Zealand.
Immigration: Full details of visa and permit requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available through the New Zealand Immigration Service, and can be viewed on their web site at <http://www.immigration.govt.nz>
- 7.4 **LSNZ** reserves the right to use the images taken of the participants for publicity purposes in any manner they deem fit, without any remuneration or request being made to the participants.

8. Code of Practice

Language Schools New Zealand has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the code are available from this institution or from the New Zealand Ministry of Education website at <http://www.minedu.govt.nz>

Complaints procedure

In the event of a dispute not being able to be resolved by way of discussions with the school Management, complaints can be lodged with:

- 1) The New Zealand Qualifications Authority Ph: 0800 697 296
- 2) The International Appeal Authority (IEAA)
C/- Ministry of Education Private Bag 47911, Ponsonby, Auckland.
<http://info.iaee@minedu.govt.nz>
- 3) Your solicitor.

Notes:

- All students are tested and placed in classes suitable for their level
- All students with attendance above 80% receive a certificate upon completion of their course
- All students who book accommodation are met at the airport and taken to their new accommodation if requested
- Full payment of all course and accommodation fees is due before the course commences
- LSNZ reserves the right to change its fees at any time
- Immigration New Zealand requires that students on a student visa must comply with New Zealand law and attend 100% of their classes