

## Refund Policy

For the purposes of this Refund Policy only, a course is defined as the number of study weeks enrolled in any program at Performance English.

1. If an applicant accepts a place offered by Performance English and pays the fees, either in full or pays the first installment, it means a binding contract is created between the student and Performance English for the full duration of the course.
2. When a binding contract is created between the student and Performance English it is for the full duration for the full amount of the course costs no matter what payment method is used. The method of payment (up front or installment basis) is not relevant for refund calculations.
3. Students whose enrolment is terminated by Performance English with just cause will not be entitled to a refund of any fees. In this case, any refund is wholly at the discretion of Performance English.
4. Notification of cancellation/withdrawal from a course must be made in writing to Performance English.
5. Professional Year students are only eligible to withdraw from their course under two circumstances: a) health reasons – with supporting doctor’s certificate b) leaving Australia – with proof of boarding pass/ticket.
6. In case of cancellation/withdrawal by a student, the refund will be calculated as shown in the table below. Refunds will be made in Australian dollars.

Notification Period	Cancellation Fee
More than 14 days before commencement	100% of course fees refunded
1 - 14 days before commencement	75% of course fees refunded
After course commencement	No refund

7. The application fee is separate to the tuition fees and the application fee is non refundable.
8. If a visa application has been denied, a full refund of course fees and accommodation fees (minus administration fees) will be made provided Performance English receives a copy of the Australian Embassy rejection letter.
9. Course fees are not transferable to another person or institution.
10. If the student wishes to defer their course after enrolment and within the first 4 weeks of the course commencement, Performance English will transfer any fees paid to the deferred re-enrolment date, within 12 months. If the student subsequently withdraws, the Refund Policy applies from the date Performance English was advised of deferral.

11. Refund requests will be processed within four weeks of Performance English receiving written advice. If the student enrolled through an education agent, the fees will be refunded to that agent.
12. If Performance English cannot offer the enrolled course, the student will receive a full refund (paid within 2 weeks of notification).
13. The accommodation placement fee is non refundable.
14. Students must give 4 weeks written notice prior to the start of the course to receive a full refund on accommodation fees.
15. If a student gives less than 4 weeks written notice prior to the start of the course, or if a placement has been made, the Accommodation Cancellation fee / Amendment Fee will apply (\$120).
16. If a student wants to change or cancel their accommodation once the course has started, they must give 2 weeks written notice. The Accommodation Cancellation / Amendment Fee will apply (\$120).
17. There will be no refund of the airport "meet & greet" fee.