



**Silverstream School**  
**Code of Practice of the Pastoral Care of International Students**

**Refund Conditions for International Students**

All applications for a refund must be in writing to the Principal.

**If the student has enrolled but has not yet started the course (or Silverstream can no longer provide the course):**

- Students must notify the school at least two weeks prior to their commencing at the school if they do not intend to start their tuition there. The Tuition Fees may then be refunded in full less a \$1000 administration charge.
- In special circumstances this tuition arrangement may be able to be transferred to another school.

**If the student has started at the school and is still in the first half of the year:**

The Tuition Fee may be refunded less the following charges:

- An Administration Fee of \$1000
- The cost of the tuition up to the time of withdrawal taking into account the proportion of the number of weeks already attended compared to the weeks in the school year
- The Government charges that apply
- Any costs incurred to set up tuition in anticipation of the student starting at the school
- Any money that is owed by the student to the school

**If the student has started at the school and is in the second half of the year:**

The Tuition Fees may only be refunded if there are special reasons for the student leaving such as becoming seriously ill or serious illness in the student's family or some other special reason.

**If a refund is to be claimed the student must:**

- Write a letter explaining the special reasons,
- Have a letter from the student's family or agent explaining the reasons, or
- Supply a medical certificate

**The Principal will make the decision about giving a refund in these circumstances.**

There are **NO** refunds if the student has been asked to leave the school because of bad behaviour, poor attendance or standard suspension or exclusion.

**For any complaints or grievances** please follow the Silverstream School Complaints Procedure. We advise using the International Student online resource for support in these matters. <http://www.istudent.org.nz>

**I agree with these refund conditions**

Signed:  
Parent/Guardian \_\_\_\_\_ Date: \_\_\_\_\_

Student \_\_\_\_\_ Date: \_\_\_\_\_

# Appendix 10