

The Pacific College of Technology (PacTec)
Withdrawals and Refund Policy
Effective from 1st July 2007

Please read this policy carefully before registering for any of our programmes.

- 1) **All cancellations or withdrawals must be received by the Director of Studies in writing, supported by the appropriate documentation.**

Any cancellation or withdrawal must also be supported by the appropriate documentation:

- a. An official receipt
- b. Your Offer of Place letter
- c. The original New Zealand Immigration Service (NZIS) Letter of Refusal if you were denied a student visa (see 2)
- d. Any additional evidential documentation required by the Director of Studies

- 2) **If you cancel your enrolment with The Pacific College of Technology (PacTec) before you arrive in New Zealand, or if you are denied a student visa by NZIS, PacTec will refund all course related fees, the homestay placement fee and homestay fees if we have received the appropriate documentation (see 1).**

- 3) **Once your study programme has begun, if you cancel or withdraw any time up to the eighth day of course, PacTec will refund all course related fees minus 10% or \$500, whichever is the lesser, as well as all unused homestay fees if we have received the appropriate documentation (see 1). The homestay placement fee will not be refunded.**

- 4) **If you cancel or withdraw after the eighth day of course, PacTec will not refund any course related fees. The homestay placement fee will not be refunded. Unused homestay fees may be refunded minus a \$500 processing fee if we have received the appropriate documentation (see 1).**

- 5) **Students may appeal 4) above in writing to the Director of Studies. PacTec will consider the appeal but is not prepared to grant a refund in any circumstance other than those detailed above.**

- 6) **If a student breaches New Zealand law and has had their visa revoked, or a student is expelled from PacTec for disciplinary reasons, no refunds will be granted under any circumstances.**

- 7) **Refunds following withdrawal from study will be made as follows:**

- a. For students who are 18 or over, refunds will be made directly to the enrolled student with **proof of identity**.
- b. For students under the age of 18, refunds will only be made to their parents on receipt of a written request. Proof of identity may also be required.
- c. If payments were made through an Educational Consultant, refunds will be paid directly to the student, with respect to 7a and 7b.

- 8) **Upon cancellation or withdrawal, PacTec will advise NZIS of any fees refunded and that the offer of place for this student has been withdrawn.**