



SUN PACIFIC LANGUAGE COLLEGE

Cancellation & Refund Policy

This cancellation policy must be read and agreed to by all applicants prior to making any payment for courses or accommodation.

All requests for refunds must be made in writing to Sun Pacific College when a decision is made to withdraw. If you are withdrawing from a course due to illness, a medical certificate must accompany your letter.

All refunds will be paid within four weeks after receipt of a written application. The refund will be paid directly to the person who entered into the contract only, unless that person gives written direction to pay someone else.

All cancellations as a result of failure to obtain a visa will be refunded less the enrolment fee.

All refunds will be paid in the same currency in which the fees were paid unless this is impracticable.

The provider default is covered by the provisions of the ESOS Act 2000 and the ESOS Regulations 2001. Provider default cannot be covered by a written agreement between the provider and the student.

This agreement does not remove the right to take further action under Australia's consumer protection laws.

The registered provider's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.

Courses

Sun Pacific College will refund all tuition fees excluding the enrolment fee, provided the applicant withdraws from a course 14 days or more before the specified commencement date.

No refunds will be given to applicants who withdraw from a course less than 14 days before the specified commencement date or after the course commences.

For cancellations due to legitimate reasons such as health problems or the death of a family member, an agreement will be made for the applicant to recommence their course at a later date. Evidence such as a medical certificate must be provided.

If for any reason Sun Pacific College cannot provide a course or ceases to provide a course after it starts and cannot offer an equivalent course, all tuition fees paid will be fully refunded to the person who entered into the contract.

Accommodation

Sun Pacific College will refund all accommodation fees excluding the placement fee, provided the applicant cancels their accommodation arrangements 14 days or more before the specified moving in date.

No refunds will be given to applicants who cancel accommodation arrangements less than 14 days before the specified moving in date or during their booked time.

For cancellations due to legitimate reasons such as health problems or the death of a family member, an agreement will be made for the applicant to recommence their stay at a later date. Evidence such as a medical certificate must be provided.

If for any reason Sun Pacific College cannot provide accommodation for which an applicant has booked or ceases to provide accommodation at any time after commencement of their stay and cannot offer an equivalent accommodation arrangement, any prepaid fees or fees owing for the remainder of the stay will be fully refunded to the person who entered into the contract only.