

Terms and Conditions

Cancellation policy

A refund which meets the conditions listed below will be paid within 4 weeks of Inforum receiving written notification. The refund will be paid to the person who has signed the application(s) in the currency the payment is made. If you enrolled through a representative, with your written permission, the refund can be made to the representative.

Tuition

1. The application fee is not refundable.
2. Childcare placement and local school placement fees are not refundable once the placement action has been taken.
3. Written notification of cancellation from your program at least 4 weeks prior to your course start date shown in your offer letter will attract a full refund except the fees stated in 1 and 2.
4. Less than 4 weeks written notice prior to the course start date will attract a refund except the fees stated in 1 and 2 as well as a cancellation charge equal to the first 4 weeks of tuition fees.
5. Cancellation after the student's original start date will not attract a refund.
6. If a student's visa application has been denied, a full refund less fees stated in 1 and 2 is payable provided Inforum receives from the applicant written proof issued by the Australian Embassy or Immigration. Such proof must be sent to Inforum by the program start date.
7. If students are expelled by Inforum for unacceptable behaviour or non-compliance with visa conditions, no refund will be given.
8. There are no refunds for public holidays or absence due to illness or personal business.
9. Students who transfer to higher education, and who have met the English requirements, are eligible for a refund on the unused portion of English studies less a cancellation fee of 30% of those fees. The transferable amount will be adjusted to the weekly rate of weeks actually taken. The student will have to present the offer of enrolment from the institution and provide the proof of English proficiency test result. The program the student is transferring into must not have an ELICOS component.
10. If Inforum cannot offer the course for which the student has enrolled, the student is entitled to a full refund and the refund will be made within two weeks of notification.
11. All tuition fees at Inforum are transferable to other programs offered within Inforum within visa regulations. No transfer fee will be charged for the first transfer.
12. Program fees are not transferable to another person or institution.
13. In the case that a student needs to return home, the remainder of their program may be deferred and the fees will be held for up to two years.

Accommodation

1. The accommodation placement fee and Carer's fee are not refundable.
2. 4 weeks written notice will attract a full refund less the placement fee.
3. Less than 4 weeks notice will attract a refund less the placement fee and a cancellation fee equal to 2 weeks accommodation fees.
4. 2 weeks written notice to Inforum is required if you wish to leave your homestay. \$88 replacement fee applies when moving to other accommodation provided by Inforum. However, no replacement fee will apply if Inforum agrees that your accommodation failed to provide a satisfactory environment.
5. Minimum length of stay is one week. Students who wish to stay for a shorter period will have to pay one week's accommodation fee.

Airport Transfer

1. No refund will be made if the student fails to notify Inforum of the flight details or any changes in details at least 48 hours before their scheduled arrival.

Confidentiality and Privacy Policy

The information you provided in the application form will be used to process your enrolment at Inforum. Inforum is not permitted or authorised to give this information to anyone unless requested by law. It may be made available to Australian Immigration and education authorities in connection with your visa, as required by the National Code and the ESOS Act 2000. Inforum is not permitted to give out staff information or contact details.

PLEASE NOTE

The applicant, by signing the application, agrees that Inforum is committed to provide a safe environment for its clients; however, Inforum is not responsible or liable for any loss, damage, death or injury which students may suffer or cause as a result of / in connection with or during the period of:

- attendance at any premises operated by Inforum
- attendance at any activities organised or acknowledged by Inforum

All students are responsible for their own belongings and wellbeing.

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

Terms

- Inforum reserves the right to change start dates, courses, curricula and timetables of any programs at any time.
- All prices are in Australian Dollars and are subject to change without notice.
- Inforum is closed on the following 2007 Public Holidays: 7th May, 11th June, and 31st August and one week over the Christmas period (24th December ~28th December).