

## Greystone Institute Cancellation and Refund Policy - Student & Provider Default

Cancellations and withdrawals are subject to the conditions of the Greystone Institute Refund Policy.

### Student Default

A student will be deemed to have defaulted where the student cancels their course, does not start on the course commencement date, and/ or fails to notify Greystone Institute in writing of any circumstances that may affect their enrollment or their ability to comply with the Terms agreed in the Application Form.

Starting the program on time is the student's responsibility. If the student arrives late for the start of their course, no refund is given for the missed days.

### Withdrawals

- If a student chooses to withdraw from Greystone Institute, they must give Greystone Institute written notice and leave Greystone Institute on the date they have agreed to withdraw.
- Greystone Institute will make sure that students can sit down and talk with an appropriate person within two days of their withdrawal request.

### Refunds

- Refunds will normally be given when students cancel before their course begins, according to the Tuition Refund Policy.
- Students may apply for a refund by completing a withdrawal/cancellation form and submitting it to Greystone Institute at the time of cancellation. Refunds are processed within 4 weeks of receiving the notice/request from the student.
- Any refund will be paid to the person or entity that originally paid the course fee, where possible, in the same currency in which the fees were paid.
- All bank charges incurred for refunds to be paid by the beneficiary.
- No refund will be given for notification of withdrawal which occurs after the start of the program.
- No refund will be given to students who are expelled for breaching the college's policies, for unacceptable behavior or for international students on a student visa -non-compliance with visa conditions.

## Provider Default

In the event of a program cancellation by Greystone Institute, all fees will be refunded within 2 weeks.

In the event of the institute closing, the Refund Policy does not apply. Refer to the [Tuition Protection Service - Department of Education, Australian Government \(www.education.gov.au/tps\)](#) and the ESOS Act 2000 and the ESOS Regulations 2019. ([Federal Register of Legislation - Education Services for Overseas Students Act 2000](#))

## Tuition Refund Calculation Table

Before your programme starts		
Your refund	When you must cancel	ILSC cancellation fee
75% (min.)	No authorisation from Australian Immigration (international students only)	25% of 1st Trimester's fees (\$230 max.)
75% (min.)	0–7 days after making the contract	25% of 1st Trimester's fees (\$400 max.)
75%	30 days or more before the program starts	25% of 1st Trimester's fees
60%	1–29 days before the program starts	40% of 1st Trimester's fees
After your programme starts		
No refund will be given for notification of withdrawal which occurs after the start of the program		

## Additional fees

Admission fee	\$100 (non-refundable)
Materials fees	\$200 per trimester, 6 times
Moodle reopening fee	\$50 per unit

Wire transfer	\$18
Second change of enrolment	\$100
Accommodation placement/admission fee	\$275 (non-refundable)
Accommodation change fee	\$150
Late payment of tuition fees	\$10/day, maximum \$100
International student visa reprocessing fee	\$100
Intl. student COE administration & reissuing fee	\$30/COE

*\*Airport transfer fees and Accommodation fees vary depending on campus locations, booking duration and accommodation type. Fees may change without notice. Please see the current ILSC Pricelist for full details.*

This policy forms part of the Application Form signed by the student.