



Withdrawal & refund procedure 2011

Withdrawal and refund requests must be submitted in writing to the Student Administrator. You are required to make an appointment with the Student Administrator to complete a set of withdrawal forms. All International student withdrawal and tuition termination will be advised to the New Zealand Immigration Services using the "Termination of Enrolment" form located on the NZIS website www.immigration.govt.nz.

Before eighth day withdrawal period

All students may withdraw at anytime up to the eighth day of their course start date of their qualification with a full refund of the paid fees, less \$NZ500 or 10% of the total fees paid, whichever is the lesser.

After eighth day withdrawal period

All students withdrawing after the first eight tuition days will be immediately liable for any unpaid fees that they have been invoiced for and any additional unpaid expenses they have incurred. Freelance Animation School does not refund fees in part or whole, due to illness, change of circumstance, inability to attend classes or decision to withdraw from the qualification past the eighth tuition day of commencement of their qualification.

Refund Process

Generally, a refund will be made to the original source of payment unless otherwise specified. Freelance Animation School requires that all details needed for refunds (name, bank, bank account number) to be made in writing and submitted to the Student Administrator. The student will be notified of when their refund will be processed by the Student Administrator. NB: Freelance Animation School is not liable to pay for any overseas transfer fees and charges occurred in any refunds.

Return of course costs & course/resource materials

Refunds will be processed once all course costs and Freelance course/resource materials have been returned and signed off.

(Prospective) International Students ONLY

Failure to obtain or maintain a student visa/permit

1. Should you be declined your visa/permit or the renewal of your visa/permit before the 24th February 2011, you will be issued with a full refund of the paid fees, less \$NZ500 or 10% of the total fees paid, whichever is the lesser, providing:
 - 1.1. The school has written notification from the prospective International student that they have not been granted an extension on their visa/permit within *one week* of being issued the letter.
 - 1.2. The school is given a verified copy of the letter issued to the prospective International student from New Zealand Immigration.
2. Should you be declined the renewal of your visa/permit after the 24th February 2011, you will be issued with a refund of the unused portion of the paid fees, as outlined in the Student Fee Protection Policy 2011 in the Trust Account Information Document, providing:
 - 2.1. The school has written notification from the prospective International student that they have not been granted an extension on their visa/permit within *one week* of being issued the letter.
 - 2.2. The school is given a verified copy of the letter issued to the prospective International student from New Zealand Immigration.

Failure to obtain a visa by the 24th Feb 2011 (end of week three, term one)

In the event that your visa/permit application is still being processed by 24th February 2011, you will be offered two options:

1. Deferral to following year (this can not be transferred to any other year. In the event that a prospective International student is not able to make it the following year they will forfeit any refund possibility)
2. A full refund of the paid fees, less \$NZ500 or 10% of the total paid fees.

You must submit in writing which offer you would prefer by 3rd March or this will default to option 1.

International Insurance Policies

Freelance assists students to select the correct insurance for the (prospective) international student but is not liable for any agreements between the (prospective) International student and their insurance company.

NB: Freelance Animation School bases all enrolment & refund decisions on the information passed on by the student at the time.