

RIDGEVIEW SCHOOL: International Student Refund Policy

International Student Refund Policy

Effective from February, 9th 2026

Aligned with Clauses 80 and 81 of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

1. Withdrawal Before Enrolment

If a student withdraws before the start of their enrolment period:

Ridgeview School will refund any tuition fees paid, less a reasonable administration fee and any non-recoverable costs (e.g. stationary or uniform cost if already purchased, However if uniform and stationary has not been worn or names written on this may also be returned for a full refund).

2. Withdrawal After Enrolment Has Begun

If a student withdraws after the enrolment period has begun, a partial refund may be considered based on:

- The length of time the student has been enrolled
- Non-recoverable costs already incurred by the school
- Any costs associated with supporting the student's early departure
- Whether the student has breached the enrolment contract or visa conditions

3. Termination Due to Breach of Contract or Misconduct

If the student is withdrawn due to:

- Serious misconduct, or
- Misinformation regarding living arrangement, or
- Breach of visa or enrolment conditions

then **no refund will be issued**, except in exceptional circumstances at the discretion of the Principal and Board.

4. Compassionate or Exceptional Circumstances

If a student must withdraw due to:

- Serious illness
- Family emergency, or
- Other exceptional circumstances

Ridgeview School may provide a **compassionate refund** upon receiving supporting documentation. Each case will be considered individually.

5. Visa Declined or Not Granted

If a student's visa is declined before the start date, all unused fees will be refunded in full, minus any administration fees already incurred.

6. Signatory Ceasing to Provide Education Instruction

If Ridgeview School can no longer provide the agreed education programme, a refund of unused tuition fees will be made. The refund will:

- Be calculated on a pro-rata basis from the date instruction ceased

- Be processed promptly, with communication to the family and support for finding an alternative provider

7. The School Ceasing to Be a Signatory

If Ridgeview School **ceases to be a signatory** to the Code of Practice:

- Enrolment may not be able to continue
- Unused tuition fees will be refunded in accordance with the circumstances and NZQA guidelines

8. Closure of the Signatory

If Ridgeview School is **permanently closed**, unused tuition fees will be refunded, and families may be referred to NZQA or the Disputes Resolution Scheme (DRS) for further assistance.

9. Requesting a Refund

All refund requests must:

- Be made **in writing** by the parent or legal guardian
- Include:
 - Reason for the withdrawal
 - Any supporting documentation (e.g. medical certificate, immigration letter)
 - Bank details for refund

10. Timeframe for Processing Refunds

- Ridgeview School will process all refund requests within **four weeks** of receiving complete documentation.

11. Documentation and Communication

This Refund Policy will be:

- **Provided to families** as part of the Enrolment Agreement
- **Available on the school website**
- **Explained at orientation** and available from the school office