

Refund of Residential Fees Policy

1. Purpose

This policy outlines the conditions in which the Institution refunds residential fees paid by, or on behalf of students.

2. Scope

This policy applies to all students who have accommodation arrangements with the Institution.

3. Policy statements

3.1 Students who choose to cancel their accommodation bookings may be eligible for a refund of their residential fees according to the below cut off times:

Cancellation date	Refund rules
More than 15 days before check in date	• 100% refund
15 days or less before check in date	• 50% refund
On check in date or later	• 0% refund – residential fees forfeited

3.2 If an applicant fails to cancel their accommodation or does not check in by the required check in date then all refund claims will be forfeited. Notwithstanding the prescribed refund conditions, students remain liable for any other outstanding debts owed to the Institution. Outstanding debts are deducted from the overall refund amount if not paid prior to the refund being processed.

3.3 All accommodation cancellation requests may be submitted as follows:

- a written letter addressed to the Accommodation Team
- email to reservations@icms.edu.au

3.4 Notwithstanding the provisions outlined in the above table, if a student is

unable to continue their studies due to compelling or compassionate circumstances beyond their control, making it impracticable for them to complete the requirements of a subject or a course, they may be considered for a refund subject to the conditions outlined in this policy. Students are required to provide documentary evidence in support of their refund request. Extenuating circumstances include but are not limited to:

1. serious health issues;
2. death of the student or a close family member (parent, sibling, spouse or child); or
3. major political, civil or natural disaster in the home country causing prolonged absence.

Refund process

3.5 Requests for refunds must be submitted by completing the [e-form](#). The refund request is only considered once the online form has been satisfactorily completed and any relevant documentary evidence (if applicable) submitted.

3.6 For students whose visa has been refused by the Department of Home Affairs (DHA), a refund request must be submitted by completing the [online form](#) within 14 days of the date of the DHA visa rejection notice. The refund request must be supported by documentary evidence from the DHA.

3.7 All requests for refunds are subject to approval by the Accommodation Team. Refunds may take up to 28 days to be processed from the date the completed forms and documentary evidence (if applicable) are received by the Accommodation Team.

3.8 The Institution retains records of all receipts of payments made by students under the written agreement for at least two years after the person ceases to be an accepted student.

3.9 In addition to the 0% refund rules outlined in the table above, students who are suspended or had their accommodation cancelled due to non-compliance with

the Accommodation Rules, are not eligible for a refund of residential fees for the relevant period and may also be liable for the cost of any actions resulting in damage to the Institution's property.

3.10 Accommodation fees may be transferred over to the following study period provided a written request is received by the Accommodation Team more than 15 days before the required check in date. Written requests made within 15 days or less of the check in date results in a partial refund of 50%.

3.11 Students who are dissatisfied with a decision may lodge a complaint in accordance with the *Complaints and Appeals Policy* and *Complaints and Appeals Procedures*.

4. Roles and responsibilities

Policy owner is the Vice-President Finance.

Executive Management Group (EMG) has overall responsibility for implementation of the policy in liaison with the policy owner.

Approved by the Board of Directors on 19 March 2024.