



## **JMD Consulting Limited / The Global Student Refund Policy**

### **Individual program participants (where students make individual program payments)**

Should an individual participant withdraw from a program, the university or student must notify TGS in writing immediately. The cancellation will be effective upon receipt and acknowledgement of the written notification by TGS.

An individual participant who withdraws voluntarily from a TGS program will receive the following refund on program fees already paid.

<b>Timing of Cancellation Penalty</b>	<b>Penalty</b>
After receipt of deposit	The Deposit is non-refundable* , **  1. Students may change from an in-country program to a remote program. 2. Students may receive credit towards any program valid until March 31 in the following year. 3. The new program will be charged at the program cost of that year.
Before final payment deadline	The Deposit is non-refundable*
After final payment deadline	Loss of deposit plus \$500 non-refundable administration fee* Remaining program fee refunded at discretion of the TGS Managing Director
Within one month of the program arrival date, or after program has commenced	No refund

\*If there are extenuating circumstances, such as the death of a relative, incapacitation, rejection of a visa application, any fees held by The Global Student at that time may be partly or fully refunded but always in the absolute and unfettered discretion of the Managing Director.

Any serious illness or incident that causes a student to withdraw must be documented by a registered Doctor and formal written notification sent to TGS for assessment. The assessment will be determined at the sole discretion of TGS and as such the recommendation by TGS of any refund is final. TGS aims to work fairly and within the best interests of the students and the partner programs.

\*\* should TGS not be able to confirm a placement by the deadline agreed for cut-off with the student or the university, the deposit will be refunded.

Program deposits for most study and internship programs are \$500 (some exceptions). Refer to your Program Offer letter or University Program Coordinator for your specific program deposit amount.

Note: Accommodation deposits or full accommodation payments that have been made in advance are often non-refundable (and are in addition to the program deposits and cancellation penalties detailed above) within this time period, as these monies have already been applied to guarantee accommodation. Accommodation deposits and payments often fall under a separate refund policy, as accommodation providers may be separate companies external to the program venue.

Any event, group activity or trip organised as part of the packaged program is non-refundable if the participant chooses not to attend or is not able to fully participate for any reason.

A student can defer their TGS program for up to 12 months from the originally scheduled program start date. **Fees will be updated for the new program date.** Students can defer no more than twice within the same twelve-month period. All fees paid will be credited to the student's TGS account and remain with TGS. In the event that a student does not undertake their deferred program within 12 months and / or defers twice and still does not undertake a program with TGS, the standard refund policy (as above) will be implemented.

**Group programs (where a university of partner make payments on behalf of a group)**

Should a participant withdraw from a program, the university must notify TGS in writing immediately. The cancellation will be effective upon receipt and acknowledgement of the written notification by TGS.

The University should in the first instance attempt to fill the vacated spot in the program, to avoid imbalances in accommodation provision

After receipt of deposit	The Deposit is non-refundable*
Before final payment deadline	TGS will negotiate a revised cost for the balance where direct individual costs can be discounted (eg meals, entrance fees, costs for meals or events)  There will be no refund on development costs which are costed for the entire group regardless of number of participants  Accommodation costs cannot be reimbursed where the cancellation impacts on the cost of twin-share hotel rooms, or triple-share apartments
After final payment deadline	No refund*
Within one month of the program arrival date, or once program has commenced	No refund

\*If there are extenuating circumstances, such as the death of a relative, incapacitation, rejection of a visa application, any fees held by The Global Student at that time may be partly or fully refunded but always in the absolute and unfettered discretion of the Managing Director.

Any serious illness or incident that causes a student to withdraw must be documented by a registered Doctor and formal written notification sent to TGS for assessment. The assessment will be determined at the sole discretion of TGS and as such the recommendation by TGS of any refund is final. TGS aims to work fairly and within the best interests of the students and the partner programs.

Should a program be cancelled due to unforeseen circumstances such as a natural disaster, Australian government travel warnings or other health and safety issues, The Global Student will negotiate with the university to move the program to a different destination that might require a different cost, or refund the program cost less the deposit, depending on what stage of development the program was cancelled, and what costs had already been incurred.

#### **Accommodation deposit refunds**

Program participants that are accommodated in apartments or co-living premises, (usually internship programs) must pay an AUD\$200 (or equivalent) refundable deposit prior to program commencing.

The deposit is refunded with 14 days of departure provided all keys and security pass-cards are returned and the premises have been left in the manner in which it was found on check-in ie:

- All fixtures and fittings in working order
- All rooms left in a clean and tidy manner
- Rubbish disposed of where advised on check-in
- All linen and towels provided left clean and without stain

Failure to comply will see deductions made for extra cleaning, replacement of keys, passcards, defective items or unusable bedding/linen and towels.