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Refund Policy

1. All notifications of withdrawal from a course or requests for refunds must be made in writing via Kelly Colleges' course cancellation / refund request form.
2. Enrolment fee are non-refundable.
3. The College will refund within 28 calendar days, all tuition fees paid where the student's application for admission is refused by the College or in the unlikely event that the College is unable to deliver the course in full.
4. In the case of student visa rejection, the College agrees to refund within 28 calendar days all tuition fees paid. The student must provide certified evidence outlining the reason for rejection from the Australian Immigration authorities.
5. Where a student's course of study is terminated for a serious breach of the College rules or a breach of visa conditions, including non-attendance and/or unsatisfactory course progress, there will be no refund of any fees paid.
6. The College agrees to refund within 28 calendar days of the receipt of written notice of cancellation by the student (or parent or guardian if the student is under 18 years of age), tuition fees paid by or on behalf of the student less the amounts to be retained as detailed below:
 - a) If written notice is received 28 calendar days or more before the date of course commencement, then 25% of the invoiced tuition fee* shall be retained by the College. If enrolment is 4 weeks in duration or less, no refund will be given.
 - b) If written notice is received 27 calendar days or less before the date of course commencement, then 50% of the invoiced tuition fee* shall be retained by the College. If enrolment is 4 weeks in duration or less, no refund will be given.
 - c) If written notice is received on or after the date of course commencement, there will be no refund of any fees paid unless the College Director deems that exceptional circumstances apply.
 - d) Fees may also be payable under the 'Payment' clause in the Terms and Conditions.

*Refunds are calculated on full tuition fees for the course rather than payments received.

7. Homestay Refunds
 - a) Homestay placement fees are non-refundable.
 - b) If written notice of cancellation for accommodation is given 7 calendar days or less before arrival, the College will charge a cancellation fee equivalent to 1 week of accommodation.
 - c) If written notice of cancellation for accommodation is given after arrival, 4 weeks notice is required; any accommodation fees in excess of the notice period will be refunded less a 10% cancellation fee.
8. Airport Pick-up Refunds
 - a) The College will refund airport pick up fees if written notification is received 48 hours or more prior to arrival date, otherwise no refund will be given.
 - b) If flight details change and notification is received less than 48 hours prior to arrival, a second pick up fee will be charged.
9. Overseas Student Health Cover (OSHC) Refunds
If the student is transferring from another provider or cancelling cover, the request must be made in writing to the College. Service fees may apply.
10. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
11. All refund amounts will be paid within 28 calendar days after receipt of a written application and supporting documents. The amount will be paid directly to the person who entered into the contract with the Colleges in Australian dollars unless it is impracticable. Any transfer or other bank charges incurred will be deducted from the refundable amount.