

<b>POLICY: 5.0</b> <b>Original Issue Date:</b> <b>01.09.14</b>	<b>REFUND POLICY</b>
<b>Updated:</b>	<b>Responsible Manager:</b> <b>Fionnuala O'Dwyer, Office Manager</b>

## **REFUND POLICY**

### ***Cancellations***

A full refund of tuition fees, with the exception of the enrolment fee and the homestay placement fee (where applicable), may be available to a student if the student cancels an enrolment with the school as follows:

*If you decide to cancel your course/homestay/airport transfer, repayments will be made as follows:*

- *Up to three months before: Full amount minus €150 administration charge.*
- *Up to one month before: 50%*
- *Up to one week before: 25%*
- *Less than one week before: No refund*

The request to cancel an enrolment, or a request for a refund, MUST be sent by email to [director@berlitz-dublin.ie](mailto:director@berlitz-dublin.ie) . Any refund payable will be paid directly to the person who originally paid the course fees.

For refunds made payable overseas, bank charges deducted will be born by the student. All monies due, will be refunded within 2 weeks of the date Berlitz Dublin receives the written request from the student.

### ***Refunds as a result of visa refusal***

All course fees are refunded, after deducting the administration fee, if a visa application is rejected and the applicant provides a copy of the refusal letter from the Department of Justice.

### ***Refund Calculations***

Enquiries regarding refund calculations must be made in writing to the Office Manager.

### ***Rights Of Appeal***

1. Students, parents/legal guardians or a nominee have up to 30 days to lodge a formal grievance from the date they receive the remittance advice of their refund. This must be done in writing and addressed to the Manager of Berlitz Dublin. The Director will consider the formal grievance. After consideration of all the available evidence, the Director may decide to

- (a) uphold the grievance and issue a refund of the appropriate amount, or

(b) dismiss the grievance.

2. If the grievance is not resolved to the satisfaction of the student, parents/legal guardians or nominee, a copy of the written complaint together with the reasons for the grievance should be forwarded to the Directors for review.

This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under the relevant Consumer Protection Laws.