REFUND POLICY

Students of The French Beauty Academy who wish to withdraw from a VET unit of study or VET course of study must do so in writing using the prescribed form which is available from the office at 69 Laver Drive Robina 4226.

The information provided regarding refunds (whether refund of actual fees paid or re-crediting Fee Help balances) applies to all The French Beauty Academy students including those accessing VET Fee-Help arrangements.

‘Census’ date is a term applied for VET Fee-Help purposes to nominate a publication date set by The French Beauty Academy, no earlier than 20% of the way through a VET Unit of Study, on which decisions about the status of enrolment and the determination of VET Fee-Help liabilities are made.

In the interests of equity, The French Beauty Academy has applied the census date to all refund decisions for both VET Fee-Help and non VET Fee-Help students.

The French Beauty Academy reserves the right to cancel any program up to 24 hours before the commencement of the program. Should The French Beauty Academy cancel any program; enrolled students will be entitled to a refund of all fees already paid. Alternatively, they may opt to have the funds transferred to a future or alternate program.

In the event of a student initiated withdrawal from a program, the nature and extent of any entitled refund is determined by the timing of the withdrawal.

Before census date:
A full refund of all fees paid for Diploma (and Certificate courses) will be made if student withdraws (and formally notifies The French Beauty Academy of their withdrawal) prior to census date.

Students are required to return all materials issued in original condition.

After census date:

1. Fees paid for Units of Study commenced where student has not formally withdrawn by the census date are not refundable (and VET Fee-Help student will incur full liability);
2. Students are liable for payment for the units commenced at this date for the study term. The French Beauty Academy treats all subjects the student is enrolled in prior to receiving application to withdraw or defer as ‘commenced’ (regardless of participation or attendance);

3. If a student withdraws, all outstanding course work and full payment must be received prior to the issuing of any certification including qualification or statement of attainment;

**Short Courses**
Short course fees are non-refundable once the course has commenced*. Once commenced the student is liable for the full cost of the enrolled course.

*Commencement is the scheduled start date/time of the course, regardless of student attendance*

If a student wishes to withdraw from a short course they will be liable for the full cost of that course. If this sum is more than the amount paid to date through the monthly payment option, the student is required to pay the difference as soon as possible.

Medical or other extenuating circumstances associated with the withdrawal shall be assessed on a case-by-case basis. Where a student can provide a medical certificate or show extreme personal hardship, a different refund scheme may be authorised on a case by case basis.

VET Fee-help students should also refer to The French Beauty Academy's Student Review Procedures for Re-Crediting a FEE-HELP Balance.

**Payment of Refunds**
Refunds will be paid within 28 days of the census date of the VET Unit of Study to which the withdrawal applies. VET Fee-Help applications for re-credit will be processed according to VET Fee-Help procedures.

**Publication**
This refund policy will be made available to students and persons seeking to enrol with The French Beauty Academy by publication on The French Beauty Academy’s website (www.thefrenchbeautyacademy.edu.au). This refund policy will also form part of enrolment information.