



Terms and Conditions of Enrolment

Student Name: _____

I agree that the information I have given to The Campbell Institute is true and correct. I have read and I accept the Terms and Conditions of Enrolment.

Student Signature: _____

Date: _____



Terms and Conditions of study at The Campbell Institute

The Campbell Institute has agreed to observe and be bound by The Education (Pastoral Care for International Students) Code of Practice 2016. Copies of the Code are available on request from this institution or from the New Zealand Qualifications Authority website:

www.nzqa.govt.nz

ACCEPTANCE OF TERMS AND CONDITIONS

On payment of fees, the terms and conditions will be deemed to have been accepted in full, whether or not this form has been signed by the student.

COURSES

- 1.1 The General English, IELTS and High School Preparation course start dates are any Monday (or, if Monday is a public holiday, the next business day). For start dates of other courses, please refer to The Campbell Institute website: www.campbell.ac.nz
- 1.2 The Campbell Institute reserves the right to change course arrangements without prior notice.
- 1.3 Student placement in any course is subject to English language proficiency, which will be tested upon arrival.
- 1.4 At the end of their course students will receive a Certificate of Course Completion. This is subject to the students' attendance rate, and students with an attendance lower than 90% may not receive a certificate.

PAYMENT OF FEES

- 2.1 Course related fees must be paid in full, prior to the commencement of the course that the student is enrolled in.
- 2.2 All course related fees are calculated in complete weeks and no discount is given for weeks which include public holidays or part weeks.
- 2.3 The Campbell Institute complies with NZQA requirements to protect student fees.
- 2.4 The New Zealand Government has imposed an international student levy on tuition and course related fees. The levy is currently 0.45% of the compulsory tuition fees. This levy will be charged in addition to the listed tuition fees.

CANCELLATION AND REFUNDS

- 3.1 Cancellation of class by The Campbell Institute:
Cancellation or Course Reduction before the end of the eighth course day:
The Campbell Institute will refund all tuition fees and will also refund any unused portion of accommodation fees, taking required notice periods into account. Accommodation Placement Fee is non refundable.
Cancellation or Course Reduction after the end of the eighth course day:
The Campbell Institute will refund any unused portion of tuition fees – pro rata – minus any non refundable portion of fees such as administration or placement fees.
- 3.2 Force Majeure
The Campbell Institute is not liable for failure to perform its obligations if such failure is as a result of Acts of God that are beyond the reasonable control of the parties (including, but not limited to: fire, flood, earthquake, storm, hurricane, infectious diseases or pandemics, loss of electricity, internet or telephone service).
If The Campbell Institute sites Force Majeure as an excuse for failure to perform its obligations, then it must prove that it took reasonable steps to minimise delay or damages caused by foreseeable events, that the school substantially fulfilled all non-excused obligations, and that the other party (student, agent, etc.) was, where possible, notified of the likelihood or actual occurrence of the event.
- 3.3 Withdrawal by a student:
Once the course has started:
For enrolments of up to five weeks: If the student withdraws within the first two days of the course, The Campbell Institute will refund 75% of the unused weekly tuition fees. Withdrawal from a course after the end of the second day will not result in any refund.



For courses between 5 and 12 weeks inclusive: Withdrawal by a student at any time up until the end of the fifth working day of the course will result in a refund of 75% of total course-related fees paid. Withdrawal from a course after the end of the fifth day will not result in any refund.

For courses of 3 months and greater: Withdrawal by a student at any time up until the end of the tenth day of the course will result in a full refund of tuition fees minus no more than 25% of course related fees paid. Withdrawal from a course after the end of the tenth day of the course will not result in any refund.

- 3.4 After the above withdrawal deadlines, The Campbell Institute will not refund any fees except for unused homestay fees.
- 3.5 The Accommodation Placement fee is non-refundable.
- 3.6 We do not refund fees or give a free extension of the course if the student:
- Arrives later than the course start date without notifying The Campbell Institute
 - Takes time off during the course (excluding approved holidays)
 - Leaves before the course end date
- 3.7 Under the following circumstances, refunds are given at the discretion of the Director, taking into account the circumstances and any costs already incurred by the school;
- The signatory ceasing to provide a course of educational instruction as contracted with a student, whether it stops of its own accord or as required by an education quality assurance agency
 - The signatory ceasing to be a signatory
 - The signatory ceasing to be a provider

If directed by the student, the code administrator or the agency responsible for fee protection mechanisms, The Campbell Institute agrees to transfer the amount to another signatory as agreed with the student (or the student's parent or legal guardian).

In the case where a student is unable to take up their enrolment due to a declined visa application, and that the student has already paid their fees, Campbell will provide a full refund, excluding:

- Administration/Enrolment Fee
- Full refund of accommodation fees, as long as notice of the visa decline is provided to Campbell at least 1 week prior to start date. Otherwise, the placement fee may not be refunded and the student will need to provide 1 week of notice to the homestay
- Any other direct costs incurred by Campbell as a result of the enrolment

This refund will be processed after receiving the letter issued by Immigration New Zealand, explaining the reason for the visa decline.

Students must sign the Public Trust refund form provided by The Campbell Institute in order for the refund to be considered for approval.

- 3.8 Students enrolled in private tuition must notify The Campbell Institute at least 24 hours in advance to cancel a lesson, otherwise there is no entitlement for a refund or option to reschedule the class without further payment.
- 3.9 The Campbell Institute will notify Immigration New Zealand of students who withdraw from their course.

HOLIDAY DURING COURSES

- 4.1 Students may take a maximum of one week's holiday for each 12 weeks of study without loss of tuition, subject to visa conditions. The Campbell Institute will not give refunds or course extensions for holidays over this allowance.
- 4.2 Students must give at least one week's notice of the holiday request. If not, The Campbell Institute may not grant the request and the student will lose any related tuition fees.

ACCOMMODATION

- 5.1 Students in any form of The Campbell Institute accommodation **MUST** obey The Campbell Institute Accommodation Code of Conduct and Host Families NZ terms Memorandum of Understanding. If you breach this code, you may need to leave your accommodation immediately.
- 5.2 A week of accommodation is seven days and seven nights; rates for additional days will be quoted on the invoice.
- 5.3 For enrolments requiring homestay, The Campbell Institute requires booking and payment to be made with a minimum of 2 weeks' notice. Homestay information will not be released to an agent or student until full fees have been received by The Campbell Institute.



- 5.4 Failure to pay homestay fees in advance, provide flight details or failure to confirm homestay placement may result in a loss of homestay booking.
- 5.5 If the student leaves The Campbell Institute homestay early, both the host family and The Campbell Institute must receive two week's notice of the student's intention to leave. The Campbell Institute will refund the balance of any remaining pre-paid homestay fees, minus any costs recoverable by The Campbell Institute.
- 5.6 All The Campbell Institute student accommodation is carefully selected and monitored by Host Families NZ staff, in accordance with the provisions set out in The Education (Pastoral Care for International Students) Code of Practice 2016.
- 5.7 Host Families NZ reserves the right to police vet and visit the caregiver of a student under 18 years old.
- 5.8 Students must pay for their international telephone calls in homestay accommodation.
- 5.9 If the student is unhappy with their first homestay allocation, the student may change to a new homestay once only but this will incur an additional accommodation placement fee.
- 5.10 Students will inform The Campbell Institute about any change of residence throughout their enrolment.
- 5.11 Host Families NZ Cancellation Policy:

When written notice of cancellation is received,

- 14(+) Days prior to commencement of the Homestay, HFNZ will retain the Placement Fee and agrees to refund the balance of Homestay fees paid, within 14 days of receipt of written notice of cancellation.
- 13(-) Days prior to commencement of the Homestay, HFNZ will retain the Placement Fee and a Late Cancellation Fee of \$50, and agrees to refund the balance of Homestay fees paid, within 14 days of receipt of written notice of cancellation.
- 7(-) Days prior to commencement of the Homestay, HFNZ will retain the Placement Fee and 1 week's Homestay fee, and agrees to refund the balance of Homestay fees paid, within 14 days of receipt of written notice of cancellation.

ATTENDANCE AND BEHAVIOUR

- 6.1 Students agree to behave considerately and follow all rules and regulations as outlined in the Student Handbook, and changes that are made to them from time to time. If a student does not comply with all the rules and regulations, this may lead to a warning, or in serious cases, expulsion (termination of enrolment) without any right to a refund
- 6.2 All students allow The Campbell Institute permission to contact parents, guardians and agents regarding any matter of concern such as academic performance, attendance and physical/mental health issues.
- 6.3 Failure to disclose any current or past medical conditions may result in termination of enrolment, without any right to a refund.
- 6.4 Students are required to attend all programmed tuition hours and arrive at class on time.



LIABILITY AND INSURANCE

- 7.1 Each student must have adequate medical and travel insurance.
- 7.2 Students must provide evidence of appropriate and current medical and travel insurance on enrolment. This insurance must cover the full length of time spent in New Zealand and must be compliant with the insurance requirements of The Education (Pastoral Care for International Students) Code of Practice 2016, which states that students enrolling in an institution must have appropriate insurance covering:
1. the student's travel —
 - a. to and from New Zealand;
 - b. within New Zealand; and
 - c. if the travel is part of the course, outside New Zealand; and
 2. medical care in New Zealand, including diagnosis, prescription, surgery, and hospitalisation; and
 3. repatriation or expatriation of the student as a result of serious illness or injury, including cover of travel costs incurred by family members assisting repatriation or expatriation; and
 4. death of the student, including cover of —
 - a. travel costs of family members to and from New Zealand; and
 - b. costs of repatriation or expatriation of the body; and
 - c. funeral expenses.
- 7.3 Failure to provide or acquire appropriate insurance cover within an appropriate amount of time will result in termination of enrolment.
- 7.4 The Campbell Institute will not be held responsible for any damage or loss incurred (including loss of fees) as a result of any sickness, injury or accident.
- 7.5 The Campbell Institute requires the written confirmation from the parent or legal guardian outlining plans after enrolment at The Campbell Institute has finished and written agreement to any major decisions or changes, of any international student under 18 years old.
- 7.6 Failure to disclose any medical conditions on the Enrolment form may result in termination of enrolment.

IMMIGRATION REQUIREMENTS

- 8.1 The Campbell Institute will take and keep a photocopy of a student's passport and current visa through their enrolment.
- 8.2 Students must comply with the conditions of his/her visa to stay in New Zealand. For immigration information, please contact the nearest Immigration NZ office, or visit the website: www.immigration.govt.nz

USE OF STUDENT IMAGES

All students (or parents/guardians for students under 18) grant The Campbell Institute, its licensees, agents and successors the right to use the student's image or voice for promotion of The Campbell Institute, including, but not limited to digital video, social media, brochures and advertisements.

USE OF INFORMATION

All students (or parents/guardians for students under 18) grant The Campbell Institute permission to add student details (name, date of birth and residency) to the National Student Index, which is managed the Ministry of Education.

SIGNATURES

The applicant confirms that the information given in this enrolment form is true and correct. I accept the Terms and Conditions of enrolment set out above and wish to apply under these terms.

Student's signature: _____ Date: _____

OR

Parent or legal guardian's signature: _____ Date: _____

OR

Authorised Representative: _____ Date: _____

AGENT USE ONLY

Company/Contact: _____

Phone: _____

Email: _____

PROMO CODE: _____