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REFUND POLICY

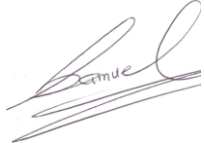
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Date Issued: **09 January 2024**

Approved by: **EDUQUEST COLLEGE (PTY) LTD
(Governing Board)**

Date for Review: **08 January 2026**

Record of Policy Review:

Date Policy was Issued	Date of Next Review	Reason for Review
09 January 2024	08 January 2026 or as the need arise.	to ensure that the policy document remains up to date
Signature		

Purpose

To provide a fair and equitable refund system. EDUQUEST COLLEGE has a passion of fair treatment of all stakeholders that form part of its operations; this is why EDUQUEST COLLEGE allows the parents to get a refund of fees payment provided the reason for refund is genuine and acceptable.

Rationale

To ensure there is a fair and equitable refund system in place at EDUQUEST COLLEGE following payment for Excursion or Incursion, Camps, Levy, essential student learning items and extra-curricular activities which have not been fully accessed.

Aims

This policy is developed to provide guidelines and outline circumstances in determining eligibility for a full or part refund for charges paid to the school for essential student learning items, materials, camps, registrations and extra-curricular activities and to ensure that the provision of optional services do not incur direct costs to the school.

Guidelines

Refund process we will only process refunds based on the following:

- Overpayment of fees
- Duplicate payments received
- Incorrectly processed debit order after a contract has been terminated
- Contract terminated during the year after full fees paid in advance
- Payment incorrectly paid to EDUQUEST COLLEGE
- Grade capacity reached and parent already paid fees
- Enrolment application declined by EDUQUEST COLLEGE
- Enrolment application cancelled within 7 days cooling off period

Registration Fee / Deposit

All monies paid in respect of registration fees, books, student card and uniform are strictly non-refundable.

Examination Fee

- Examination fee is non-refundable.
- Examination fee will only be refunded if the student cancels registration before the said student has been registered with the examination body/center

Tuition Fee

- The applicant/student has the right to cancel this registration within 7 working days of registration in which event, notwithstanding the provisions of clause above, the registration fee will be non-refundable but all other fees paid will be refunded in full.
- Students who completely withdraw will have a percentage of tuition and fees refunded in accordance with EDUQUEST COLLEGE refund schedule.
- EDUQUEST COLLEGE will only refund prepaid tuition, i.e. tuition paid in advance.
- Students who receive financial aid will have their unearned monies returned to the appropriate funding agency.
- The amount of the refund is in direct correlation to the student's approved date of withdrawal as determined by the Admission and Registration Office.

Unregistered Students for Final Examinations

- Unregistered students or students who miss an examination with a valid reason will be awarded a chance to redo the whole course without any further payment.
- No refund will be entertained as the student will have been given tuition for the course in concern.

Refunds or exemptions of fees may be considered in the following circumstances

- For students who have overpaid the tuition/administration fee;
- When EDUQUEST COLLEGE cancels the registration
- Where the student's application for enrolment is refused EDUQUEST COLLEGE agrees to refund all fees within 30 days, without deduction;

- If the student/parent/applicant advises EDUQUEST COLLEGE in writing, prior to class commencement, that they are withdrawing from then EDUQUEST COLLEGE will refund the full tuition fee paid in advance;
- if, in EDUQUEST COLLEGE 's opinion, the student would be unreasonably disadvantaged if not granted a refund, for example, a student meets with a serious misadventure and is unable to continue their enrolment, then EDUQUEST COLLEGE will refund the full tuition paid on behalf of the student; and
- If a student withdraws from only part of a course, or if only part of the course is cancelled, EDUQUEST COLLEGE will only refund the portion of the tuition fee and materials fee applicable to that part of the course.
- If the student is an international student who is unable to secure a visa or political or civil event prevents the student to attend classes.

Guidelines

- All refunds requests must be made in writing by the payee.
- A request for a refund does not automatically equate to a full refund of monies paid.
- The policy will ensure that the provision of optional services do not incur direct costs to the school
- All monies paid in respect of registration fees, books, student card and uniform are strictly non- refundable.

Compulsory refund documents required

Refund requests must be accompanied by all supporting documents.

No refund request will be accepted without the required documentation.

- Copy of payers ID (Company sponsors must supply a consent letter on a company letterhead)
- Copy of proof of payment, and bank statement reflecting payment (bank deposit slips or internet banking payment confirmation)
- Recent Bank confirmation or Bank statement reflecting recipient account details not older than 30 days.
- For third party refunds: An emailed consent letter from the individual/third party (e.g. a family member, company or sponsor) who originally paid the funds into EDUQUEST COLLEGE bank account.
- **NB!!!** EDUQUEST COLLEGE do not process cash/credit card refunds. Refunds will be processed within 30 working days.
- Funds can only be refunded back into the initial account it was received from. Our refund policy is aligned with South African Banking legislation.