

ISCA Student Refund Policy

Note: This policy is subject to change from time to time. Please check all ISCA Policies on a regular basis for updates.

Reviewed 1 June 2022

1. All student under 18 refunds, require a parent signed ISCA Refund Form to be submitted.
2. Students unable to commence Homestay due to visa refusal will be refunded in full all non-tuition fees paid in advance.
3. Students must provide a minimum of (2) two weeks written notice of intention to depart homestay. The date advised by the Education Provider to depart homestay is considered the commencement of the (2) two weeks written notice. If the required notice is not provided, monies may be deducted from the refund total. All belongings must be removed upon departure from homestay.
4. Any outstanding fees owed to ISCA will be deducted prior to issuing a refund.
5. Upon request, refunds will be processed after departure date from Homestay upon the receipt of a parent/guardian signed ISCA Refund Form. Administration Fee AU\$100.00 will be deducted from refunds. All signed ISCA Refund Forms must contain appropriate Australian bank details. Refunds will then be processed within 30 days of receipt of this form.
6. To be eligible to be considered for a refund, refund forms must be received within 60 days after departure from homestay.
7. Placement and Airport/Transfer Fees are non-refundable for students already in Homestay.
8. All approved refunds to be deposited into an Australian bank account only. No cash refunds processed.
9. Holidays: During approved holiday periods of more than 2 weeks, students will pay 50% of the homestay fee provided that ISCA is notified in advance with a minimum of 2 weeks written notice. During approved holiday periods of less than 2 weeks, students must pay the regular full homestay fee.
10. Upon request, adjustments for students returning home on Medical Leave will be calculated and adjustments made to the following Homestay invoice.
11. No refund of unused portion of Homestay fees where a student's enrolment has been cancelled by the school or breaches the ISCA Student Code of Conduct.