



THE UNIVERSITY OF
NOTRE DAME
A U S T R A L I A

POLICY:

REFUNDS FOR ON-CAMPUS ACCOMMODATION

Purpose:	To outline the on-campus accommodation refund amounts
Responsible Executive:	Executive Director - Admissions and Student Services
Responsible Office:	Division of Admissions and Student Services
Contact Officer:	Manager, Student Residences
Effective Date:	1/12/2014 (VC approved 28/11/2014)
Last edited:	November 2014
Review Date:	December 2015

1 Application and Scope.....3

2 Related Document and Relevant Legislation3

3 Principles3

4 Procedure3

5 Review of Refund Amount4

6 Refund Policy Table.....4

1 Application and Scope

- 1.1 This Policy applies to all students residing in the on-campus accommodation at the University of Notre Dame Australia, Fremantle.
- 1.2 Residential Students are required to sign and return this Refund Policy to the Manager of Student Residences to secure their place for the semester in the residence.

2 Related Document and Relevant Legislation

2.1 Internal:

- *General Regulations*
- *Student Code of Conduct*

3 Principles

- 3.1 In determining an Application for Refund, the Manager, Fees Office (or delegate) may consult where appropriate with relevant University staff.
- 3.2 All refunds will be paid in Australian dollars and will be made to a bank account nominated by the Student.
- 3.3 In the unlikely event that the University of Notre Dame Australia, Fremantle is unable to provide a room of residence, the Student will be notified of this and offered a refund of all accommodation fees paid to the University. The refund will be paid to the Student within four (4) weeks of the day of notification.

4 Procedure

- 4.1 All applications for a refund should be submitted on the Fees Office *Application for Refund Form* and include supporting documentation where applicable.
- 4.2 Prior to any payment of refund, the University will provide the student with a notification statement setting out the amount of refund to be paid and the basis for this amount.
- 4.3 Where a student is entitled to a refund, the refund will be paid within four (4) weeks from the date of submission of the *Application for Refund Form*.

5 Review of Refund Amount

- 5.1 The Student may request that the Campus Registrar review of the amount set out in the notification of refund statement. A review request must be made in writing and set out clearly the reasons why the Student disputes the amount of refund and their grounds for exceptional circumstances. The Campus Registrar shall consult with the Manager, Student Residences on Continuing Student accommodation refund requests and the Manager, Admissions Office on Commencing Student refund requests.
- 5.2 A request for a review must be received within twenty (20) working days of the notification of refund. The Student must submit independent documentary evidence to support their reasons for a refund.
- 5.3 This policy, and the availability of complaints and appeals processes, does not remove the Student's right to take further action under Australia's consumer protection laws. In the case of any disputes, the University of Notre Dame Australia's Dispute Resolution processes do not circumscribe the Student's right to pursue other legal remedies.

6 Accommodation Refund Policy Table

Please note that accommodation payments are to be paid **prior** to the accommodation check in day.

Security Bond = \$150.

Accommodation Deposit = \$250.

Refunds of Accommodation and other charges: *considered separately from Refunds of Tuitions Fees	Amount Refunded (of amount paid or amount to be paid to the University of Notre Dame Australia):
If accommodation is left in a satisfactory condition at the end of the semester period.	\$150 Security Bond is refunded.
If the student withdraws from on-campus accommodation <u>2 weeks or more</u> prior to accommodation check-in day.	\$150 Security Bond is refunded. \$150 of the Accommodation Deposit is refunded (\$100 late withdrawal penalty).
If the student withdraws from on-campus accommodation <u>less than 2 weeks</u> prior to the accommodation check-in day	\$150 Security Bond is refunded. No refund of the Accommodation Deposit.
If the student withdraws from the on- campus Student Residential Accommodation on or after the accommodation check-in day:	Student is liable for the full cost of accommodation for the period. No refund of accommodation fees paid. \$150 Security Bond is refunded.
Where the University arranges and pays a deposit for any excursions/activities that the student has signed up for and subsequently withdraws.	Cost of the field trip paid by the student refunded less any non-refundable deposit paid on the student's behalf.
Where the student participates in a Community Meals program and withdraws from on-campus accommodation on or before check-in day.	Full refund of Community Meals program paid.
Where the student participates in a Community Meals program and withdraws from on-campus accommodation after check-in day.	No refund of Community Meals paid.
If the University withdraws a student from the on-campus accommodation because the student has seriously breached University rules, conditions or Code of Conduct.	No refund of accommodation fees paid.

I, (print name)-----, have read, understood and sign to indicate my acceptance of the University's Refunds for On-Campus Accommodation Policy, as detailed above. I understand it is my responsibility to pay all fees and charges by the published due date otherwise I may incur a late fee and/or have my enrolment terminated.

Student Signature:		Date (DD/MM/YYYY)	____/____/____
--------------------	--	----------------------	----------------