

# Refund policy

Situation	Refund	Notes
<b>No visa issued</b>	100%	<i>Administration fee not refunded</i>
<b>Program cancelled</b>	100%	<i>All fees refunded</i>
<b>Withdrawal before start of program</b>		
<i>General/Academic English</i>		<i>Orientation Day is regarded as program commencement date for refund purposes. Administration fee not refunded</i>
• More than 28 days	90%	
• 28 days or less	80%	
<i>Essential IELTS</i>	50%	
<i>Introduction to IELTS</i>	No refund	
<b>Withdrawal after start of program</b>		
<i>General/Academic English</i>	No refund of fees paid for next 10 weeks, 75% of remaining fees refunded	<i>10 week period calculated from date of receipt of Request for refund form Administration fee not refunded</i>
<i>Essential IELTS</i>	No refund	
<i>Introduction to IELTS</i>	No refund	
<b>Transfer to SAIBT</b>	100% of balance of fees paid can be transferred to SAIBT	
<b>Transfer to another provider</b>		
• ELICOS provider	No refund	
• Other provider	75%	<i>Must provide evidence of meeting English language prerequisites</i>
<b>Transfer to another CELUSA program</b>	100% refund of any difference in fees	
<b>Non-use of accommodation service or guardianship fee</b>	100%	
<b>Deferring after program starts</b>	Fees can be transferred to a later start date	<i>Must be within 12 months</i>
<b>Student expelled</b>	No refund	
<b>Visa cancellation</b>	No refund	
<b>Late arrival</b>	No refund	

Applications for refunds should be made on the Request for refund form supplied in the CELUSA Student Guide or from CELUSA Reception. The form should be handed to the CELUSA Program Support Officer as soon as possible after the reason for a refund arises. Refunds will be paid within 4 weeks in the case of student default, and 2 weeks in the case of CELUSA default.