

Student Reimbursement/Refund Form

How do I request a refund? The person who paid Le Culinaire Hospitality Institute and the person who is receiving the refund into their bank account should complete and physically sign this form. Prior to submitting this form for assessment, you should ensure that you have filled out all the necessary questions, physically signed and dated the declaration and attached all supporting documentation. If you do not complete all the required details, there may be a delay in receiving your refund, if deemed eligible.

What supporting documentation do I need to provide?

- Clear and well supported reasons for requesting a refund. Attach any supporting documents or statements.

If your application was lodged over the internet, a bank statement, clearly listing the name on the account and the payment, must be provided. **Do not show credit card number on-line or via email.**

How long will the refund take?

There is no standard time for processing refund requests. Each claim must be individually assessed under relevant administrative or legislative authority; however, all approved refunds will be paid within 20 working days of receiving your complete written request, (filled form and all supporting documents).

How will the refund be made?

If the refund request is successful, the approved amount will be paid into the same bank account used to make the original payment except when the following applies:

- The original card used for payment has expired (a bank statement for the account to make the payment to is required).
- The account used for payment has been closed (a bank statement for a new account to make the payment to is required).
- The original payment was made by credit card more than 350 days ago (a bank statement for the account to make the payment to is required).

The original application was lodged through an agent AND payment was made using YOUR credit card or via YOUR BPay (a bank statement for the account to make the payment to is required).

Alternatively, depending on your location, Le Culinaire Hospitality Institute may make the refund by another payment method nominated in your refund request.

Part A – Payer's details

1. Full Details of original payer:

Family Name	
Given Name	
Student Number	
Date of Birth	
Address	

2. Telephone numbers

Home Number	
Mobile Number	

3. Email Address

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4. Visa Number (if applicable)

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5. How was the application lodged?

- Online (you must attach supporting documents)
- Paper Form in Australia (Date when submitted and to whom) _____
- Paper Form outside Australia (Date when lodged/sent and a copy of the original receipt lodged/sent)

Part B – Receipt details

1. Receipt/Invoice number

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2. Receipt date

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3. Amount Paid

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4. Currency Paid

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Course Cancellation prior/after commencement charges

STUDENT DEFAULT	NOTIFICATION PERIOD	CANCELLATION FEE
Visa refusal (Proof of refusal letter provided) Note: If student visa refusal is due to provide False or misleading document(s), Non - refundable	N/A	100% refund of tuition fee paid *Application fee and COE fee are non-refundable
Course Cancellation prior commencement	If the student cancels 28 or more days before the course starts and visa is not approved through the Le Culinaire COE.	70% refund of paid tuition fees, *Application fee and COE fee are non-refundable
	If the student cancels within 28 days before the course starts and visa is not approved through the Le Culinaire COE.	50% tuition fee to be refunded, however, *Application fee and COE fee are non-refundable.
	If the student cancels 28 or more days before the course starts and the visa is approved through the Le Culinaire COE.	20% refund of paid tuition fees *Application fee and COE fee are non-refundable, unless it comes under a compassionate or compelling circumstance
	If the student cancels 28 or less day before the course commencement date	Student will not be entitled to a refund of fees paid
	If the student cancels after course Commencement date	Student will not be entitled to a refund of fees paid and will be required to pay <i>any outstanding fees</i>
COURSE WITHDRAWAL REQUEST AND NOTIFICATION PERIOD		FEE CHARGE
Written Withdrawal Request Form and supporting documents are received more than 28 days prior to the following instalment due date		No Fee
Written Withdrawal Request Form and supporting documents are received within 1 to 27 days prior to the following instalment due date		100% next term fee
Written Withdrawal Request Form and supporting documents are received after the instalment due date		100% of due term fee plus \$10 per day for late fee payments
<p>**An exit fee may be required to be paid if you choose to terminate your course prior to the course end date</p> <p>** Tool Kit Refund: If student received the tool kit, no refund applied. If student did not yet receive their tool kit, fully refund applied exclude uniform with measurement.</p>		



Part C – Reason for Refund Request Details – Are you providing supporting documents.

- YES
- NO

You must provide a clear and well-supported reason for requesting a refund.

Part D – Declaration

WARNING: Giving false or misleading information is a serious offence.

This declaration is to be completed by the person applying for the refund.

I declare that:

- I am the original payer named in Part 1
- I have attached all relevant supporting documentation.
- the information provided by me is true and correct.

Name: _____

Signature: _____

Date: _____

We strongly advise that you keep a copy of your completed Refund request form and all attachments for your records.

Office Use Only			
Is this application Approved			
<input type="checkbox"/> YES <input type="checkbox"/> NO			
Refund Approval by:		Date Approved/Declined	
Amount Approved:		Paid Amount \$	
Process By:		Signature:	
Date Processed		Comments	