

Please ensure that you have read and understood Site Institute's [Refund](#) policy before completing and submitting this application, which can be submitted in person: Level 2, 488 Queen Street, Brisbane, or by email to international@si.edu.au

All applications must have verifiable, supporting evidence. Applications without appropriate evidence will not be considered.

+ TERMS OF REFUNDS

- Requests for refunds must be made in writing by completing an Application for Refund.
- Tuition fees are not transferable to other institutions or other students once the student has commenced their course.
- All refunds will be paid to the student, unless a written direction is received to pay the refund to someone else. Refunds will be processed and paid within 4 weeks of the receipt of the written notification. Payment will be made by electronic transfer. Bank charges are deducted from refunds made by overseas electronic transfer.
- If written cancellation of enrolment is on or after the course commencement date, there will be no refund of any fees paid unless under exceptional circumstances of a compassionate nature. Each request for exceptional circumstances will be reviewed independently and with the best interests of the student in mind. Site Institute may refund the balance of unused fees.
- Cancellation fees of \$500 may apply.

+ REFUNDS PRIOR TO COMMENCEMENT	+ REFUND AMOUNT
<ul style="list-style-type: none"> • Visa refused by DHA 	<ul style="list-style-type: none"> • Refund of fees paid. Cancellation fee applies
<ul style="list-style-type: none"> • Cancellation of enrolment 28 days prior to commencement of course 	<ul style="list-style-type: none"> • Refund of fees paid. Cancellation fee applies
<ul style="list-style-type: none"> • Cancellation of enrolment between 28 days and 14 days prior to commencement of course 	<ul style="list-style-type: none"> • Refund of 50% off fees paid
<ul style="list-style-type: none"> • Cancellation of enrolment less than 14 days prior to commencement of course 	<ul style="list-style-type: none"> • No refund

+ REFUNDS PRIOR TO COMMENCEMENT	+ REFUND AMOUNT
<ul style="list-style-type: none"> • Visa refused by DHA 	<ul style="list-style-type: none"> • Refund of unused fees paid. Cancellation fee applies
<ul style="list-style-type: none"> • Cancellation of enrolment 28 days prior to commencement of course 	<ul style="list-style-type: none"> • No refund
<ul style="list-style-type: none"> • Cancellation of enrolment between 28 days and 14 days prior to commencement of course 	<ul style="list-style-type: none"> • No refund
<ul style="list-style-type: none"> • Cancellation of enrolment less than 14 days prior to commencement of course 	<ul style="list-style-type: none"> • No refund

+ STUDENT DETAILS			
Family name			
Given name		Student ID	
Course			

+ SECTION 2: Application for Refund for Compassionate or Compelling Circumstances

I have one or more of the following compassionate or compelling circumstances:

- Serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes.
- Pregnancy or childbirth complications, where a medical certificate states that the overseas student was unable to attend classes.
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies.
- A traumatic experience, including involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports).
- Conscription for military service.

+ SECTION 3: Evidence provided by Applicant

- DHA notice of refusal of visa
- Medical certificate
- Death certificate
- Police report
- Psychologist report
- Notice of conscription for military service
- Paid flight ticket
- Letter, email or report supporting the application

+ SECTION 4: Bank Account Details

- Australian Bank Account

Name of Bank: _____

Account Name: _____

BSB Number: _____

Account Number: _____

+ SECTION 5: Bank Account Details

Overseas Bank Account

Country: _____

Name of Bank: _____

Address of Bank: _____

Account Name: _____

SWIFT Code: _____ IFSC Code (India) _____

IBAN Number (EU): _____

NOTE: Where fees are paid by a party on behalf of the student, Site Institute reserves the right to notify that party of any refund paid to the student.

Student Declaration

I declare that the information provided on this application is true and complete and that it is my responsibility to provide all necessary documentation to support my request. I have read, understood and agree to Site Institute's Refund policy.

Signature	Date
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Decision Process

Your application will be considered, and you will be issued with a letter within five working days, either approving or refusing your application.

+ OFFICE USE ONLY

Received by (Staff Name):			Date:
Outcome	<input type="checkbox"/> Approved	<input type="checkbox"/> Not approved	
Reason, if not approved			
Refund amount			
Refund approved by Financial Delegate			
Name			
Position Title			
Signature:			Date:

Processed by (Staff Name):			
Refund processed in aXcelerate	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Date:
Advice letter issued to student	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Date:
Future invoices cancelled	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Date: