



Refund Policy

Version 2009—Approved by Council 12 October 2020

1. Purpose

The purpose of the Refund Policy is to outline the approach taken by the College in relation to the fees of student residents or accepted applicants for student residency who withdraw from their applications and/or student resident contracts.

2. Scope

This policy applies to all accepted student applicants or residents including, but not limited to:

- provisional entry applicants who have paid their contract Administration Fees;
- unconditional entry applicants who have signed their student resident contracts; and
- residents who have taken up a place at Grace College and moved in.

This policy does not apply to Short Stay or Conference residents who reside at the College under different contractual arrangements.

3. Definitions

Academic Year means the period from Teaching Week 1 of Semester 1 through to the end of the Exam Period in Semester 2 in any calendar year as defined by The University of Queensland.

Term refers to a period of 8 to 10 Weeks being half of a Semester as defined by the College's payment schedule in student resident contracts.

Contract Period refers to the time period of the signed student resident contract. Residents may move in earlier and stay later by arrangement with the College Administration.

4. Policy Principles

4.1 Certainty for Student Applicants and Residents

The College recognises that applicants and residents need certainty around the financial commitments that they enter into by applying to, accepting an offer, signing a contract and/or taking up a student resident place at Grace College.

4.2 Prudent Financial Decision-Making

The College also has responsibility for maintaining financial sustainability and making prudent decisions in relation to finances.

4.3 Limited Entry Opportunities

Following the commencement of the Academic Year, the College has limited opportunity to fill vacancies resulting from the withdrawal of student applicants and/or residents.

4.4 Needs-Focused Compassion

The College recognises that particular student applicants or residents who choose to withdraw from the College may do so in the context of considerable financial or other pressures. The College seeks to respond to the circumstances of particular student applicants and/or residents with compassion and understanding of their circumstances.

5. Policy Application

5.1 Administration Fee

The Administration Fee is payable on acceptance of a provisional offer of a student resident place at Grace College.

The Administration Fee covers costs associated with the resident entry and contract administration process.

It is not refundable if a student does not take up a place at Grace College.

It is refundable if a student takes up a place at Grace College and completes her contract successfully and provided there are no additional charges for cleaning, loss, damage or breakage of College property.

The refund of the Administration Fee at the conclusion of successful completion of a student resident contract is an incentive for that completion.

5.2 Early Withdrawal

If an accepted applicant or returning student resident withdraws from their application and/or contract 2 weeks or more prior to the commencement of the contract period and/or moving in (whichever is sooner), the Administration Fee will not be refunded but the College will not charge any other contract fees.

5.3 Late Withdrawal Prior to Entry

If an accepted applicant or returning resident withdraws from their application and/or contract less than 2 weeks prior to the commencement of the contract period or moving in (whoever is sooner), but prior to the start of the contract period or moving in (whichever is sooner), the Administration Fee will not be refunded and a Break of Contract Fee will be charged. No Term Fees will be charged.

5.4 Withdrawal After Contract Commencement or Entry

If an accepted applicant, or new or returning resident withdraws from her application or contract after the commencement of the contract period or after moving in (whichever is sooner), the Administration Fee will not be refunded, a Break of Contract Fee will be charged, and the current Term's Fees (without discounts) will not be refunded/credited. Consideration may be given to the refunding/crediting of fees (or part thereof) for subsequent terms depending on the circumstances of the resident's withdrawal.

5.5 Special Consideration for Individuals

The Principal may give special consideration to individual residents who withdraw from their student resident contracts on the basis of any evidence provided by the student resident of the circumstances surrounding the withdrawal.

5.6 Special Consideration for a Significant Number of Applications for Withdrawal

In the case of a large number of residents withdrawing or expressing their intention to withdraw from the College, the College Council will make a determination on the appropriate special consideration (if any) to be given to student residents who withdraw. Such consideration will take into account the circumstances surrounding the withdrawals.

5.7 College Closure

In the case of the College closing to residents, no resident fees will be charged/payable from the date of closure and no break of contract fee will be charged to or payable by residents. The College reserves the right to write back any discounts given on student resident fees when determining refunds and credits.

6. Versions and Reviews

This policy will be reviewed every 3 years.

The current policy was adopted by Grace College on 12 October 2020.

This policy was last updated on 21 September 2020.

Versions are numbered by year and month (i.e. May 2017 is 1705).

Version	Revision Details	Sections Affected	Revised by	Reviewed by Principal	Reviewed by Finance & Audit Committee	Reviewed by Council
2009	Draft for Finance & Audit Committee	All	Monro	21 September 2020	24 September 2020; 30 Sept to 6 October 2020	12 October 2020

7. Availability

This policy is available on the IT Network in S:/Grace College Operations Manual. This directory is accessible by all Section Managers with computer access. Printed versions of the *Grace College Operations Manual* (GCOM) are also available in:

- the Principal’s Office in Administration;
- the General Administration Office;
- the Head Chef’s Office in the Kitchen;
- the Facilities Manager’s Office in the Workshop;
- in the suite of the Senior Resident Assistant; and
- on each floor of the accommodation buildings near the First Aid Kit.

A copy of the GCOM is provided to the Grace College Student Club Executive through their President. This copy will be kept with the records of the Student Club Executive and passed on to subsequent Executives.

This policy is also published on the Grace College website (www.grace.uq.edu.au).

8. Summary

Grace College recognises that we live in uncertain times. We seek to offer some flexibility for our prospective and returning student residents, while being careful with managing the College’s financial sustainability. Many of the College’s costs are fixed; and the College has limited opportunities to fill vacancies after the Academic Year begins. The Administration Fee that secures a place at the College for a student is not refundable unless the resident successfully completes her contract. However, provided a student notifies us at least 2 weeks prior to the commencement of their contract period or moving in (whichever is sooner), Grace College will not charge any further contract fees. Once a contract period has commenced or the student has moved in (whichever is sooner), the College is unable to refund/credit the current Term’s fees (without any discounts being applied). However consideration may be given to the refund/crediting of fees for subsequent Terms. A break of contract fee will be charged for withdrawal from a contract less than 2 weeks prior to the commencement of the contract period or moving in (whichever is sooner).