

## Withdrawal and Refund Policies and Procedures

**1. Withdrawal before the course commences:**

Any tuition or course fees paid will be refunded in full provided, Auckland Hotel and Chefs Training School has been notified in writing before the commencement of the programme.

**2. Withdrawal by the trainee within seven days of the start of the course:**

Students withdrawing from the course within seven days of the start date will receive a full refund of all course fees made by them less a processing and administration fee of 25 % of the course cost.

**3. Withdrawal by a student after seven days from the start of the course:**

No refunds are provided after the first seven days of the course, but the Managing Director has discretion to waive this forfeiture in part or in whole where special circumstances warrant.

**4. Cancellation of training by Auckland Hotel & Chefs Training School:**

Auckland Hotel & Chefs Training School reserves the right to cancel training courses prior to the course commencement due to insufficient demand, unavailability of suitable trained staff or facilities or similar major problems in all cases enrolled trainees will be offered alternative training dates or a refund.

**5. Student fees:**

A provision has been made with the Bank of New Zealand, by way of bond to protect student claims against the Auckland Hotel & Chefs Training School in the event of liquidation or receivership. In this unlikely event students should contact the schools auditors, regarding any claim.

**Auditor:** BROWNE'S, Browne's CA Limited, Auckland Ph 966 7100

**Trust Account:** Browne's CA limited - Trust Account, Unit E2, 17 Corinthian Drive Albany, Auckland Ph 966 7100

**6. Student Information**

- the total costs and other financial commitments associated with the programme or training scheme for which the student seeks enrolment, have been discussed in full
- There are no compulsory additional fees or cost associated with the programme.
- The Director Barbara Astill has an interest in The National College of Security Personal and Technology Ltd and is a shareholder in the company which is the Landlord of The Auckland Hotel and Chefs Training School 1999 Ltd.

Student Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Witness Signature: \_\_\_\_\_

Date: \_\_\_\_\_