



Refund Policy

Section 1 – Purpose

This policy sets out the conditions under which the refund of program fees may be granted to students, and defines how refunds will be administered by EWE

Section 2 – Definitions

For the purpose of this policy:

- ✓ EWE Academic Programs
 - A student who is enrolling in any academic programs including Reception to Year 12 group teaching program and One on One lesson
- ✓ EWE Multi Language Programs
 - A student who enrolling in any language programs including Chinese, English or Japanese subjects.
- ✓ Discount Payment Plan
 - Student fee Payment Plans which on any discount will be condition apply.

Section 3 – Application

- ✓ This policy applies to past, current, and prospective students of EWE/JAC Adelaide branch and EWE Multi-Language Institute (including applicants).
- ✓ The Institute is committed to fairness and acknowledges that in certain circumstances, students may be entitled to a full or partial refund of program fees.
- ✓ Once an applicant accepts a place offered by EWE/JAC Adelaide branch or EWE Multi-Language Institute and pays fees, a binding contract is created between the student and EWE.
- ✓ Parents may cancel their child's enrolment at any time. Cancellation charges will depend on the timing of the request, as outlined in the tables below. Cancellation charges are based on session fees, defined as one full-time session of study in any EWE program.
- ✓ Withdrawal notifications must be submitted in writing to EWE, in consultation with a Student Advisor or Admissions (for students who have not commenced). The date the completed documentation is received by EWE will determine when the Refund Policy takes effect.
- ✓ No refunds are issued unless a student has completed, cancelled, or withdrawn from a program. Parents are responsible for being aware of any refunds available under this policy and maintaining current contact details.

Section 4 - Timing of Refunds

- ✓ Late payment and cancellation charges are **non-refundable**.
- ✓ Refund requests must be submitted to the school admissions team via WeChat student service group or email at **ewe@sace-edu.com**. Applications must be made by the student's parents or legal guardian (if under 18).
- ✓ Refunds will be paid within **four (4) weeks** of receiving a completed refund request with all required documentation.
- ✓ Students who withdraw before the census date (end of Week 2) are liable for **two weeks of tuition** at the standard published tuition rate (non-discounted).

If a student who has paid the standard full tuition fee requests to withdraw from a program after Week 2, cancellation charges will be calculated as outlined in the table below.

Withdrawal from program	Refund fee
Before program start	Full refund
Week 2	No penalty for cancellation fee, 8 weeks standard tuition refund
Week 5 to Week 7	The refund amount will be subject to special consideration if the tuition fee has already been discounted or adjusted under other promotional or package offers.
Weeks 8 to 10	No tuition refund applicable

Special Arrangement for Advanced Discount Tuition Fee Payments

Reception – Year 8 Early Bird Discount

- ☐ **15% discount** for 1 term paid in advance
- ☐ **20% discount** for 2 terms paid in advance
- ☐ **31% discount** for 4 terms (full year) paid in advance

Year 9 – Year 12 Early Bird Discount

- **15% discount** for enrolling in 2 subjects
- **20% discount** for enrolling in 3 subjects
- **25% discount** for enrolling in 4 subjects
- **30% discount** for enrolling in 5 subjects

Additional Benefits

- Free Chinese classes for all existing students
- Up to **50% EWE tuition fee scholarship** for students awarded a private school scholarship or accepted into the IGNITE program

Refund Rules for Advanced Discount Payments (Reception – Year 8)

- For students paying the full annual tuition (4 terms) in advance, **no cash refund** is issued after the first term.
- In special circumstances requiring withdrawal after the first term, any refund is subject to **Senior Management Team approval** and calculated at the **standard (non-discounted) weekly tuition rate**.

Withdrawal from Reception - Year 8	Refund
Before program start	Full refund
Completed one term	15% discount applies to completed term; The unused portion of the tuition fee will be refunded based on the difference between the total amount paid and the fees for the completed portion, with special consideration if the tuition fee has already been subject to other discounts.
Completed two terms	20% discount applies to completed terms; The unused portion of the tuition fee will be refunded based on the difference between the total amount paid and the fees for the completed portion, with special consideration if the tuition fee has already been subject to other discounts.
Completed three terms	20% discount applies to completed terms; The unused portion of the tuition fee will be refunded based on the difference between the total amount paid and the fees for the completed portion, with special consideration if the tuition fee has already been subject to other discounts.
Withdrawal after 2 weeks of term 4	A 20% discount applies to the tuition fees for the completed three terms. Tuition for the weeks of Term 4 that have been attended will be charged at the standard weekly rate, and the unused portion of Term 4 will be refunded based on the difference between the total amount paid and the tuition fees for the completed

	portion with special consideration if the tuition fee has already been subject to other discounts.
Withdrawal after 5 weeks of term 4	No refund is applicable

Other Conditions

- ✓ EWE reserves the right to withdraw a program or unit(s) at its discretion. If a student cannot be enrolled in a similar program or unit(s) and the enrolment is cancelled, **all fees paid will be refunded**.
- ✓ In the event of default by EWE as the provider, refunds will be paid within **2 weeks** of the program cessation date. Alternatively, students may be offered enrolment in an alternative program at **no extra cost**. Students may choose either a **full refund** or placement in another program. If placement is accepted, the student must sign a document confirming acceptance.
- ✓ All refunds will be made in **Australian Dollars (AUD)**. If the refund needs to be converted to another currency, the **exchange rate on the date of payment** will apply. EWE is not responsible for currency fluctuations.
- ✓ Refunds will be paid to the person who entered into the contract with EWE (normally the parents), unless written instructions are provided to pay another person.
- ✓ Students whose enrolment is terminated by EWE during a session due to **serious breaches of EWE rules** are **not entitled to any refund** for that session.
- ✓ If a student or parent provides **false or misleading information** at any time, EWE reserves the right to retain up to **100% of fees paid**. Enrolment may also be **terminated** in such cases.