



## Accommodation Refund policy

### Accommodation Payments

Once students have applied for accommodation and they have received notice that their preference is available they will be required to pay their accommodation fees within 10 working days. Once full payment is received accommodation will be confirmed. If payment has not been received prior to the residential stay commencing and if no alternative arrangements have been made in writing directly with the College, the accommodation reservation may be cancelled and the room may be re-allocated.

Accommodation is only ever offered with full acceptance of the College's Accommodation Terms and Conditions.

<http://icms.edu.au/residential-students/terms-and-conditions.html>

### Enrolment unsuccessful

Should a student's application for enrolment at the College be unsuccessful, or if accommodation is not available, accommodation fees will be refunded in full; upon receipt of a written request to the Operations and Security Department ([reservations@icms.edu.au](mailto:reservations@icms.edu.au)).

### Cancellation\*

In case of cancellation of a confirmed booking, the following cancellation fees and refunds will apply.

- Cancellation 90 to 30 Days prior to the stated check in date the applicant will receive a full refund.
- Cancellation 14 to 30 days prior to the stated check in date the applicant will receive a 75% refund of their accommodation fees.
- Cancellation 0 to 14 days prior to the stated check in date the applicant will receive a 50 % refund of their accommodation fees.
- If an applicant fails to cancel their accommodation, or does not check-in by the end of week 3 of the semester which they have booked for, 100% of their accommodation fees will be forfeited.

Note: All cancellations or requests for refunds must be in writing to the House Manager ([reservations@icms.edu.au](mailto:reservations@icms.edu.au)).

## **Deferral**

Should an applicant decide to defer and commence studies in the next term, accommodation fees can be transferred for the following term. In order to receive this offer: the applicant must make a written request prior to the end of week 3.

- Deferral 30 days prior to the beginning of the term the applicant will be able to transfer all accommodation fees paid to the following term.
- Deferral 0 to 30 days prior to the beginning of the term the applicant will be able to transfer 75% of the accommodation payment if re enrolled by the end of week 3, for the following term. In special circumstances i.e. VISA issues or family emergencies the applicant may be eligible to receive a full accommodation fees transfer for the following term.
- If the applicant fails to re-enrol prior to the end of week 3; full forfeiture of accommodation fees will apply.

## **Retraction of Accommodation Offer/ Academic Dismissal**

*The ICMS reserves the right to retract the offer of accommodation under certain circumstances relating to non-compliance of the Accommodation terms and conditions or to Academic Dismissal.*

Should a student be asked to move off-campus due to non compliance with ICMS Accommodation Terms and Conditions, they will be refunded 50% of their unused accommodation fees, following the receipt of a written request. Should there be any outstanding costs due to damage or loss; the college will make a deduction from the refund.

Should the offer of accommodation be retracted due to an Academic Dismissal, the student will be refunded 50% of their unused accommodation fees.

\* No refund will be offered if the student fails to apply for the refund in writing within 15 working days from the Retraction of Offer of Accommodation/Academic Dismissal date.

## **Checking out Early**

Should a student choose to check out early from accommodation, they will not receive a refund for unused accommodation, nor will the outstanding balance be transferable.

## **Applying for a refund – Accommodation**

To apply for a refund students must fill out the 'Request of Refunds of

Fees' form available from the Finance Department or from the accommodation coordinator ([reservations@icms.edu.au](mailto:reservations@icms.edu.au)). This should accompany the written request for a refund.

If they are a current student of ICMS they should hand the form to the Operations and Security Department. The Operations and Security Department will then evaluate their claim and forward it to the Finance Department.

All applications for refunds must be made within 15 days of departure or cancellation of Accommodation and must be in writing to the Operations and Security Department.

### **Payment of Refunds**

Any eligible refund will be processed within 45 days from the date ICMS receives advice that an applicant has cancelled their accommodation, or that a residential student has vacated their room.