Cancelations, Fees and Charges, & Refunds
Operating Policy and Procedure

1. Policy
   It is the policy of Sage that information about cancellation, fees and charges, and refunds is clearly understood by prospective students before enrolment.

2. Purpose
   To adopt a common approach throughout the organisation that is clearly understood by all parties including students before enrolment.

3. Responsibility
   All Sage staff dealing with students are responsible for compliance with this policy.

4. Guidelines
   **Cancelation of a program**
   a) Once enrolled, a student has a cooling off period, which expires on the first to occur of 7 calendar days after the date of the enrolment agreement, or the commencement of the program. If a student terminates their enrolment agreement during the cooling off period and returns all materials in good condition then a full refund including the deposit is provided
   b) Where Sage postpones a program, the student will be allocated a place in a replacement program at a time and location that is suitable. If a suitable program is not available and the student returns all materials in good condition then a full refund including the deposit is provided

   **Fees and Charges**
   a) Unless authorized by the Careers & Operations Manager any fees and charges for the enrolled program must be paid when they fall due, as per the enrolment agreement

   **Refunds**
   a) Student terminates their enrolment agreement during the cooling off period and returns all materials in good condition – full refund including the deposit is provided
   b) Sage postpones a program and no suitable program is available and the student returns all materials in good condition – full refund including the deposit is provided
   c) Student terminates their enrolment agreement after the expiry of the cooling off period and before the date which is 7 calendar days prior to the commencement of the program – 50% of program cost is withheld by Sage
   d) Student terminates their enrolment agreement on or after the date which is 7 calendar days prior to the commencement of the program – 100% of program cost is withheld by Sage
   e) Sage terminates a student’s enrolment agreement due to a breach of the student code of conduct – 100% of program cost is withheld by Sage
   f) Student re-enrolls and commences a program under a new agreement - refunds will not be transferrable. Students will therefore not be entitled to refunds pertaining to an original enrolment

5. Procedure
   **Cancelation of a program**
   a) Any program cancelation by Sage must be personally advised to the student by telephone or other method of reliable communication and a diary note of such communication entered on the student’s electronic file by the staff member providing such advice
   b) Students who withdraw from any program must do so by delivering a written notice to the Careers & Operations Manager. Staff member receiving such notification must note withdrawal by a student on the student’s file

   **Fees and Charges, & Refunds**
   a) Any fee, charge or refund must strictly follow Sage administrative procedures fully documenting the request, banking and, if relevant, refund of monies
   b) Any request for a refund must be in writing and authorised by the Careers & Operations Manager
   c) Once authorised, the request must be forwarded to Accounts for processing. This may take up to 4 weeks.
   d) An appropriate diary note is to be on the student’s electronic fill

6. Authority
   Authorised by the General Manager (Sage Massage)