

1. POLICY STATEMENT

Blue Mountains International Hotel Management School Pty Limited ABN 91 004 004 317 (incorporating Australian International Hotel School (AIHS) and Blue Mountains International Hotel Management School (BMIHMS) to be known collectively as 'the School') is committed to ensuring fair and equitable policies and procedures are in place regarding student on-campus accommodation and payment of any related monies to the School. The School is bound by and accepts the responsibility of Commonwealth and State Legislation governing the operations of the School including refunds of student fees.

International students

All **BMIHMS** (Leura) international students are required to live on campus for a minimum of two years (or four academic terms), or for the equivalent period up to year three level for fast-track students. Students in year three have the option to live on or off campus.

All **AIHS** (Canberra) international students, undergraduate and postgraduate, are required to live on campus for their first two academic terms of their program of study.

Permission to live off campus during the stated mandatory period can only be granted by the CEO.

Domestic students

It is the normal recommended practice for domestic students to live on campus for a similar period of time as international students, so that they may fully experience the cultural integration, the academic support network and all aspects of campus life.

2. PURPOSE

The purpose of this policy is to outline the Schools' student on-campus residential regulations and document the process for refunds of student fees and bonds where applicable.

3. PROCEDURE

3.1 Room allocation

New students commencing at the Leura campus are generally allocated a twin room with ensuite, depending on availability.

New students commencing at the Canberra campus have the option of single room with ensuite, single with shared bathroom or twin room with ensuite (depending on availability).

Continuing students are generally allocated a twin room with ensuite. Year three students may request single or twin rooms with ensuite.

3.2 Accommodation bond

At the time of enrolment, all **NEW** residential students are required to submit a bond of \$3,200, consisting of:

1. A \$2,000 one-off pre-payment of term one residential fees and
2. An accommodation bond of \$1,200, which is refundable when moving off-campus, and subject to clause 3.5.

Returning students who apply for on-campus accommodation (outside of the mandatory period for international students), are required to forward full payment of the residential fees before a room is guaranteed.

All bonds paid by students who attend BMIHMS are maintained in a Bond Register.

3.3 Withdrawal of on-campus accommodation application and bond refund

New students

New students are required to give a minimum of four (4) weeks written notice before the commencement of term to the Admissions Department or School Representative, of their inability to undertake the course. Where a new student gives less than four (4) weeks written notice, the \$2,000 residential pre-payment is not refundable.

New students who withdraw their enrolment or wish to vacate their on-campus accommodation after term commencement will forfeit the first term of residential fees in full. The \$1,200 residential bond is refunded subject to the normal checkout procedure as per clause 3.5.

Current (continuing or returning) students

Current (continuing or returning) students must give a minimum of four (4) weeks (28 days) written notice to the Campus Director if they wish to withdraw their application for on-campus accommodation for the succeeding term. Where a student gives less than four (4) weeks written notice, the total cost of residential fees will be forfeited in full.

Similarly, current (continuing or returning) students who wish to vacate their on-campus accommodation during their term of residence will forfeit the remainder of their residential fees for the current term.

It is to be noted that International students may only withdraw their application for on-campus accommodation if they are not studying within the mandatory residential period, unless extenuating circumstances prevail. In the case of extenuating circumstances as determined by the Campus Director, the remainder of residential fees will be refunded.

3.4 Deferral, dismissal or suspension of studies

Students seeking to defer their studies due to extenuating circumstances with the permission of the Campus Director or the Admissions Department will have their residential fees transferred to the next applicable term. If studies are not commenced within the agreed timeframe, the residential fees will be forfeited. If students are deferring due to personal reasons, they will be treated as a withdrawn student and as such, the refund policy for withdrawing students applies.

Students who are dismissed or expelled from the School due to misconduct or academic reasons will forfeit any remaining residential fees.

Students who are suspended from the School will have the remainder of the residential fees transferred to the next term of commencement. Should a suspended student subsequently withdraw their enrolment and not recommence in the scheduled term, all remaining residential fees will be forfeited.

3.5 On-campus room check-out procedure

Students who vacate the premises are to comply with the School's check-out procedure at the end of each residential period before a refund of the bond is processed.

Upon checkout the following will be confirmed before a bond refund is processed:

- Housekeeping / Maintenance – the vacated room is clean and no damage was caused by the student;
- Front Office – the student's front office account has been settled; and

- There are no outstanding monies, including but not limited to incidental charges such as fire brigade callouts, fine, penalties, library and telephone charges.

If there is damage to the room or additional cleaning was required due to the state of the room, the Front Office Department will advise the Finance Department of any charges to be incurred by the student based on the following rates:

- Additional cleaning \$150.00 (excluding GST)
- Any costs for damages incurred at the time of residence.

Any additional charges will be noted on the student invoice and deducted from the original bond. Students can elect to receive either a cash cheque or have the refund direct credited to their nominated bank account.

4 DOCUMENTATION

Application for Refund Form
Bond Register
Clearance Checkout Form
Form for intention to withdraw