



SHAFSTON
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Summer & Junior Camp Program 2020 Written Agreement/Terms & Conditions

Summer/Junior Camp Program (The Program)

- The program includes:
 - Airport Transfers (if requested)
 - English tuition
 - Learning materials
 - Activities with a teacher/guide
 - Homestay accommodation (additional charges apply)
- The program does not include travel & medical insurance. It is mandatory for the student to carry travel & medical insurance upon their arrival into Australia.
- Students must apply using the official Shafston Summer/Junior Camp application form and submit a copy of their passport and travel & medical insurance policy. The application form must be signed by the student's parent and/or legal guardian.
- Minimum entry age for our Summer/Junior Camp program is 7 years old. Students aged between 7 and 11 years old may join the Summer/Junior Camp program, but they must be accompanied by a chaperone or guardian for each day of the program during every activity. The chaperone or guardian will be fully responsible for students during the program.
- General English (GE) is only available to students 16 years or older. Students wishing to join the GE program must take an entry level test and meet the entry level requirements. Please note that these classes begin at 8:30am and finish at 11:45am. Adult topics may be discussed in these classes, which may not always be suitable for students under the age of 18.

Payment of Fees

- Parent(s) and/or Legal Guardian(s) and their child (the student) will be deemed to have accepted these terms and conditions if payment of the students fees have been received by Shafston and/or if the student has commenced a program/course with Shafston.
- Fees and charges are subject to change without notice prior to confirmation of enrolment.
- All fees must be paid in full by the invoice due date and before arrival.
- All outstanding fees owed to Shafston will be deducted from any approved refund and all bank foreign exchange and transaction fees will be incurred by the student
- Students who request to shorten their course will have their fees re-calculated at the full price not any discounted prices.

Cancellation and Refund

- Notification of cancellation from the Summer/Junior camp program (program) must be made in writing using the official Shafston Cancellation form available on Shafston's website.
- All refund applications must be submitted in writing by using Shafston's official Student Refund Form available on Shafston's website.
- The enrolment application fee and the accommodation placement fee are non-refundable. If a discounted application or placement fee was offered during enrolment, the full fee will be deducted from any potential refund the student may be eligible for.
- All administrative fees and charges are non-refundable.
- A cancellation fee of \$500 is payable per program cancelled.
- Notification of cancellation received at least 28 days prior to the program start date attracts a refund less any non-refundable fees and charges.
- Notification of cancellation received less than 28 days prior to the program start date attracts a refund less any non-refundable fees and charges and the cancellation fee.
- Notification of cancellation received on or after the program start date will not attract a refund. The exception to this is noted in clause 28
- No refund is available to students who cancel their enrolment on arrival in Australia. The exception to this is noted in clause 28
- No refunds will be given to students for public holidays or missed days by the student.
- No refunds will be given to students who are expelled as detailed in the Academic & General Misconduct Policy and Procedure available on Shafston's website.
- Refunds will be paid to the person or entity that paid the fees to Shafston, less any bank fees, within 28 days from the date of Shafston receiving a fully completed and signed refund application form along with supporting documentation if applicable.
- Payments received by credit card are to be refunded back to the credit card used to make the original payment.
- Fees can be transferred from one program to another if student wishes to change courses within Shafston scope.
- If a student is not eligible for a refund as per the above terms and conditions, Shafston will hold the students funds in trust for up to 12 months in the event they wish to undertake another course of study with Shafston.
- Program fees cannot be transferred to other services or between students.
- All payments made to Shafston and any refunds made by Shafston will be in Australian dollars. The student is responsible for any exchange rate risk and possible bank fees.
- Students who cancel are not eligible for a refund as per the above terms and conditions. However, a refund may apply if the student can provide evidence

of exceptional circumstances or extreme personal hardship. Independently documented evidence such as a medical certificate will be required. The decision to grant a refund based on exceptional circumstances or extreme personal hardship is wholly at the discretion of the board of Directors. In that case, fees may be refunded on a pro-rata basis, less the \$500 cancellation fee, application fee and accommodation placement fee. However, should the student wish to resume their studies at a later date, the original fee payment can be used as credit towards a Shafston course within 12 months of initial payment.

Deferrals and Cancellations

- A student wishing to defer an enrolment must do so prior to the commencement of the program. Students must apply in writing by completing the Deferral Form and submitting it to the Student Admissions Department. An administration fee may apply.
- Students can only defer within the same calendar year as their existing enrolment due to the seasonal aspect of Summer/Junior camp.
- A student wishing to cancel their enrolment must do so in writing by completing the official Cancellation Form and submitting it to the Student Admissions Department. Shafston strongly recommends that students and their Parent(s) and/or Legal Guardian(s) read the cancellation and refund section of these terms and conditions prior to submitting a request to cancel.

Photos during the Program

- Photos may be taken of each and every student on their first day during the orientation process. This is for safety & security reasons and school ID purposes (if applicable). Photos are also taken during all programs and sometimes in classrooms for marketing and promotional purposes. By signing these terms and conditions you give Shafston permission to use photos taken of your child (the student) for marketing and promotional purposes. Please notify Shafston if you do not wish for any photos to be used for marketing and promotional purposes.

Homestay Accommodation:

- If option 1: Homestay is chosen Shafston will place the student in a Shafston approved homestay home and provide the Parent(s) and/or Legal Guardian(s) with a homestay profile. Students must arrive and depart on a Saturday or Sunday only.
- If option 2: UniLodge is chosen, the student must be over 18 years old or travelling with a Parent/Legal Guardian or a Chaperone who is over 21 years old. These arrangements must be approved by Shafston.
- If option 3: Arrange own accommodation is chosen, the Parent(s) and/or Legal Guardian(s) must provide all relevant information pertaining to this section of the form.
- Flight details must be provided to Shafston at least 48 hours prior to the student's departure from their home country.
- One (1) week minimum booking is required.
- One (1) week written notice is required if a student wishes to cancel their homestay booking prior to checking in.
- A non-refundable administration fee of \$100 applies to any change to accommodation arrangements booked by Shafston. This includes cancellation of booking.
- The administration fee and notice period may be waived if Shafston agrees that the current accommodation arrangement booked by Shafston is inadequate and/or unsatisfactory.
- Students with confirmed arrival details who do not arrive to check into their accommodation arranged by Shafston without appropriate notice given will still be charged for any missed nights.
- All special requests (with the exception of allergies and medical conditions) will be considered but no guarantees can be made unless pre-approved by Shafston. Additional fees and charges may apply.
- Students will be charged additional fees for special dietary requirements.
- Students who travel away during their homestay check-in and check-out dates must continue to pay for their room at the homestay whilst they are away if they are returning to that homestay. (conditions apply - please speak to the homestay department for more information)

UniLodge Accommodation - Brisbane

- UniLodge Accommodation terms and conditions are detailed on the accommodation confirmation letter and are published on the Shafston website.

Shafston International College:

- Under Australian Government law, Shafston is held responsible for the care and welfare of all its students under 18 years of age, which means that Shafston has the right to reject a request to make any changes to an existing arrangement.
- Under 18 students are strictly not allowed to reside in a Backpackers Hostel or with other students or minors in a share house situation, or on their own.
- If a student is found to be in a situation of inadequate care or faces danger to personal security Shafston will notify all parties involved to work together to find



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a positive and acceptable solution as soon as possible.

49. Shafston must maintain regular contact with all host families to ensure their profiles and blue card information are always kept up to date.
50. Shafston must ensure that all host families are aware of the rules and regulations surrounding hosting under 18 students. Issues raised by the student or the host parents will be acted upon quickly and efficiently. Shafston will notify all parties involved to work together to find a positive and acceptable solution as soon as possible.
51. If Shafston is unable to find a suitable host family, we will contact all parties involved immediately and assist in finding a suitable solution for the student.
52. Shafston must make every effort to match students with families as per their personal requirements.
53. Shafston must inspect all host family homes to ensure the minimum standards are met and home and/or contents insurance or homestay insurance is in place.
54. Shafston reserves the right to move a student from a homestay at any time where the homestay provider has failed to meet the minimum standards and expectations of the homestay program. Where this occurs, any payment in excess of the student's stay will be reimbursed to the College.

Parent(s) and/or Legal Guardian(s):

55. Shafston may arrange 'off-campus' activities from time to time. By signing these terms and conditions the Parent(s) and/or Legal Guardian(s) gives consent for their child (the student) to attend suitable excursions organised through Shafston for the duration of their studies.
56. The Parent(s) and/or Legal Guardian(s) are required to assist the student in completing the application form and explain these terms and conditions so the student understands them.
57. The Parent(s) and/or Legal Guardian(s) must advise Shafston of any changes to the student's accommodation and welfare arrangements.
58. The Parent(s) and/or Legal Guardian(s) understand that it may take quite some time to find a suitable host family that matches the needs and special requests of the student.
59. The Parent(s) and/or Legal Guardian(s) understands that Shafston's homestay providers come from a variety of family compositions and cultural backgrounds, and that these will not be the basis for acceptance or rejection in the Homestay provider.
60. The Parent(s) and/or Legal Guardian(s) must discuss the following Code of Good Practice with their child (the student) prior to arrival to the host family home.

Student Code of Good Practice

61. The student must maintain regular contact with their host family when outside the homestay home.
62. Students who have been approved for half board or full board homestay are expected to carry a mobile phone with an existing working phone number whilst in Australia to assist in maintaining contact with the host family and Shafston.
63. Students who have been approved for half board or full board homestay have a strict curfew set to 9:00pm (conditions apply - please speak to the homestay department for more information)
64. Strictly no use of illegal drugs or consumption of alcohol whilst under the welfare and care of Shafston. Under Australian Law, all persons under the age of 18 years are strictly prohibited from purchasing and/or consuming alcohol and smoking cigarettes.
65. The student is expected to develop a positive relationship with their host family that is based on mutual trust, respect and communication.
66. The student is expected to respect the household rules set by their host parents.
67. The student must not invite friends over to the host family home unless permission is granted from the host parents.
68. The student must remain with their host family at all times while outside of the college, unless other arrangements have been authorised and approved by Shafston.
69. The student must be accompanied by a responsible adult (who is both Shafston and Blue Card approved) at all times unless other arrangements have been authorised and approved by Shafston.
70. The student understands that Shafston's homestay providers come from a variety of family compositions and cultural backgrounds, and that this will not be the basis for acceptance or rejection of a homestay provider.

Airport Greeting and Transfers

71. Any notification of cancellation, missed or delayed flights must be received by Shafston at least 24 hours prior to the advised arrival or departure flight details.
72. Any notification of cancellation, missed or delayed flights must be made to Shafston by email to Homestay & Accommodation Department.
73. If a student is already in transit, any notification of cancellation, missed or delayed flights must be made by phone to the Airport Transfer Emergency Contact Number provided on the Airport Transfer confirmation.
74. No refund is payable if the above three clauses are not adhered and an additional Airport Transfer fee may be payable if our driver is required to attend the pickup location a second time.
75. Students carrying oversized luggage eg: Surf Boards, Bicycle, Golf Clubs must notify the homestay department. A fee of \$10 will be charged by the driver at the

airport.

76. Students that have not pre-paid their airport pick up service cannot request Shafston's airport greeting and transfer at the airport on arrival.
77. Failure to supply flight details at least 48 hours prior to a students scheduled arrival will result in the cancellation of their booked airport transfer.
78. All students aged between 12-16 years old must purchase the U18 airport service for their return flight back to home country.
79. All students classed as an 'unaccompanied minor' by their chosen airline must purchase the U18 airport service on both arrival and departure flights.
80. Students who are classed as an 'unaccompanied minor' by their chosen airline must provide the contact details (including name, address and phone number) of the person who will take them to the airport on departure, and collect them upon their return, to the Shafston Homestay & Accommodation Department at least 1 week prior to the flight's departure date.

Shafston reserves the right to update these terms and conditions without notice. Please refer to the website for the latest copy of the terms and conditions

STUDENT WRITTEN AGREEMENT ACKNOWLEDGEMENT

I confirm I have read and understood the attached written agreement and terms and conditions of enrolment with Shafston. I agree to advise Shafston upon commencement of my enrolment, my current residential address and contact details, my emergency contact details and agree to advise Shafston within 7 days of any change during the course of my enrolment.

I acknowledge that the information I have provided is true and correct and that I have read, understood and accept the terms contained herein.

Print Name:

Signature (Parent/Guardian to sign if under 18):

Date:

Day	Month	Year
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PLEASE RETURN YOUR COMPLETED APPLICATION FORM AND SUPPORTING DOCUMENTS TO: info@shafston.edu

The student is responsible for keeping a copy of this written agreement, and receipts of any payments of tuition fees or non-tuition fees. Updated: 14th October 2019