

	Rev.	Reference POLS-S34	Effective From March, 2025	Next Revision 2027	Revision Frequency Bi-annually	Page 2 of 2
	Cromwell College Policy Manual					

CROMWELL COLLEGE REFUND POLICY

1. Purpose

The purpose of this policy is to guide decision-making at Cromwell College in regard to the refund of student fees and miscellaneous charges associated with the student residency agreement.

2. Scope

This policy applies to all Cromwell College staff and Board members.

3. Principles

Cromwell College is registered as a charity with the Australian Charities and Not for Profits Commission (ACNC). Cromwell College enters into a residency agreement with students attending a Brisbane based university for the academic year.

The College will invoice the residency fees for the academic year in advance. In accordance with the Accommodation Fee Policy students may pay their fees in Annual, Semester or Monthly instalments.

Payments for miscellaneous charges and damage are due within 7 days of the date of the invoice

4. Receipting payments

Cromwell College will provide a statement of account for a student upon request that will show all invoices raised and payments made.

Payments made to the College in relation to fees payable to the Cromwell College Foundation or Cromwell College Student

Association are not refundable by the College and the student will need to comply with the refund policies of those organisations.

5. Decision-making

Decisions on refunds will be made in accordance with the Student Residency agreement, on a case-by-case basis after analysis of the circumstances by the Principal. Cromwell College will consider a refund in the circumstances listed below upon a justified request from the student:

- At the Principals discretion we may refund student fees where the students mental or physical health may be impacted by remaining at College as advised by a medical professional.
- The College will refund the payment if there was an error made by Cromwell College and the student has paid more than is required under the Student Residency agreement.
- The College may refund the payment in the event that the College is unable to honour its obligations under the Student Residency agreement as a result of a force majeure event
- The College will refund the payment if the student accidentally entered the wrong amount and pays more than the required fee under the Student Residency Agreement.
- We may refund in other similar exceptional circumstances at the discretion of the Principal.

6. Requesting a refund

Request for a withdrawal/refund must be made in writing 14 days prior to the date of withdrawal. The student should email: stay@cromwell.uq.edu.au, including the following details about the payment:

- a. name of the student
- b. contact details
- c. date of the withdrawal

d. the circumstances to support the request.

We will review and provide a response to the request within two business days.

If the request is accepted, we will process the refund as soon as possible to the same card or account from which the payment was made. It may take 10-14 business days for the refund to reach the student's account.