



## Application for Refund

This form is to be used by overseas students ('students') enrolled at HTA to request a refund in accordance with their Written Agreement. For further information about refunds, please refer to the Fees and Refunds policies and procedures which can be found in your Written Agreement and International Student Handbook.

HTA is collecting personal information requested on this form, including names and contact details and information for the purpose of assessing your request for a refund. Financial information is collected to allow HTA to pay a refund, if your application is approved. The information on this form will be made available to employees of HTA involved in processing your refund, if your request is approved. The information will not be used or disclosed for any other purpose without your consent unless the use or disclosure is required or authorised by law.

### **Completing and submitting this form**

1. Please read the fees and refund policy in your Written Agreement and International Student Handbook before completing this form.
2. Complete all sections of this form in full.
3. This form along with any appropriate evidence such as medical certificate, or visa refusal letter etc. can be delivered in person to student administration, sent to HTA via email listed below or alternatively, returned by post to:

Student Administration – [admin@hta.edu.au](mailto:admin@hta.edu.au)

Hospitality Training Academy

101A, 9 Bay Street, Southport, QLD 4215

4. Where compassionate or compelling circumstances exist, appropriate evidence must be provided at the time the refund request is made, in order for HTA to consider the position when making an assessment. The CEO will assess compassionate or compelling circumstances at their discretion and on case-by-case basis where the provisions of the fees and refunds policy do not apply.
5. Failure to provide appropriate and correct details or required evidence with this request, may result in the refund being delayed and additional charges may be incurred.



**Personal details**

**1. Enter your full name \***

Single name only  (Tick this box if you have one name only that cannot be written in the following format. Write your single name in the 'Family name section').

Family name (surname)	
First given name	
Second given name (middle)	

\* Please write the name that you used when you applied for your Unique Student Identifier (USI), including any middle names.

**2. Enter your birth date**

Day/month/year			
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**3. Enter your contact details**

Home phone		Work phone	
Mobile		Email Address	
Alternative email address (optional)			

**4. Other details**

Student ID/USI	
Please state below the relevant course or courses you are enrolled in that relate to this refund application:	
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**Enrolment Status Details**

Current Enrolment Status	Please check box
I have commenced my course	<input type="checkbox"/>
I have not commenced my course	<input type="checkbox"/>
I currently owe fees and want them reconsidered	<input type="checkbox"/>

**Reason for Refund Request**

Reason	Please tick the applicable box/s
Visa refusal prior to commencement of the course (copy of the Visa Refusal letter is required)	<input type="checkbox"/>
Withdrawal from the course due to visa refusal after commencement of the course (copy of the Visa Refusal letter is required)	<input type="checkbox"/>
I currently owe fees and want them reconsidered	<input type="checkbox"/>
Overpaid tuition fees	<input type="checkbox"/>
Withdraw from units or course of enrolment	<input type="checkbox"/>
Your Confirmation of Enrolment is cancelled because we have reported you for breach of your visa conditions, non-satisfactory course progress, non-payment of fees or breach of student code of conduct.	<input type="checkbox"/>
Transferring to another provider (attach evidence such as COE)	<input type="checkbox"/>
Medical reasons (attach suitable evidence such as Medical Certificate)	<input type="checkbox"/>
Credit Transfers were approved	<input type="checkbox"/>
Other (including compelling and compassionate circumstances, please state the reasons in the space provided below:	<input type="checkbox"/>



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## **Refund Method**

*The refunds, if approved, will be paid to the person who/ which originally paid the fees. We cannot transfer funds to any other party. Please note that the beneficiary name can only be the name of the person who/ which paid the original tuition fees.*

*\*Unless payment was made by Bank Deposit, EFTPOS and Bank Cheque, refunds must be credited back to the same Credit Card account. Please include a copy of your Credit Card statement as evidence of card details and payment. An online transaction history cannot be accepted as a form of verification. For any other payment method, please supply your bank account details below.*



Payment method (select one option and complete the relevant fields that apply)				Please tick one
<b>Bank Transfer (Australia):</b> I request the monies are transferred by EFT into an Australian bank account, the details of which are provided below.				<input type="checkbox"/>
Account Name:		Bank Name:		
BSB Number:		Account Number:		
<b>Bank Transfer (Overseas):</b> I request the monies are transferred by EFT into an Overseas bank account, the details of which are provided below.				
Account Name:		Bank Name:		<input type="checkbox"/>
BSB Number:		Account Number:		
IBAN Number:		SWIFT Code:		
IFSC/Router/BIC code: (if known)				
Bank Branch and Address:				
<b>Credit Card:</b> I request the monies be paid to the following credit card.				<input type="checkbox"/>
Card holder Name:		Credit Card Type:		
Credit Card Number:				
Expiry Date:		Signature:		



### Conditions for Refund

1. Approval of any refund application will be made in accordance with HTA's Fees and Refunds policy and procedures.
2. Any outstanding amounts due to HTA and any applicable costs or charges that may levied by HTA or the student's bank for receipt of monies refunded, will be deducted from the refund.
3. The students agrees to repay HTA (on demand) any payments credited to the student in error. HTA reserves the right to offset the amount of any over-payment made in error against any liability (including any future debt) owing to HTA by the student.

### Declarations

1. I request a refund of fees paid if eligible and in accordance with HTA's Fees and Refunds Policy and Procedures.
2. I understand my rights to appeal against the outcome of this application in accordance with HTA's complaints and appeals policy and procedures.
3. I authorise the payment to be made to the person identified in and using the details provided in the refund method section of this form.
4. I declare that all information provided in this form is true and correct and that I will notify HTA of any change(s) to the information provided as soon as possible.
5. I agree to cover any additional costs incurred as a result of incomplete and/or incorrect information being provided.
6. I agree that if I currently have any debts owed to HTA that have not been paid and if the refund is approved, the monies will be first used to settle the debt and remaining balance paid to me.

**Student Signature**

**Student Name**

**Date**

### Office Use Only

**Assessed by:**

**Position:**

**Date received:**

**Date processed:**

**Decision:**

Approved  Rejected

**Refund Amount:**

AUD\$

**Details of the refund:**

*Reasons for approval or rejection, basis for calculation etc.*