# Deposit and Accommodation Bond Refund Policy

## Policy

Blue Mountains International Hotel Management School Pty Limited (BMIHMS PL) (trading as Blue Mountains International Hotel Management School (BMIHMS) – to be known as ‘the School’) is committed to ensuring fair and equitable policies and procedures are in place regarding student 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.

## Coverage

This policy applies to the BMIHMS PL accommodation made available for students at campuses in both Leura and Sydney.

## Purpose and Scope

The purpose of this policy is to outline BMIHMS PL student campus residential regulations and document the process for refunds of bonds where applicable.

## Responsibilities

- Accommodation Residential Assistant
- Assistant Director of Student Services
- Campus Services Coordinator
- Head of School
- Director of Operations
- Director of Finance

## Glossary

N/A.

## Procedure

### Room Allocation

- New students commencing at the Leura campus are generally allocated a twin room with ensuite, depending on availability.
- New students booked into Sydney Campus Accommodation live in shared units of either 3/4 bedrooms, with kitchen, lounge and ensuite.
- Single rooms are available at Leura for students upon request and for an additional fee.
- Permission to live off campus at Leura during the stated mandatory period can only be granted by the Director of Operations. Requests for living off campus must be made in writing.

### Accommodation Bond and Deposit

- At the time of acceptance all new residential students are required to submit an accommodation bond of $1200, which is refundable when vacating.
- In addition to the above $1200 bond, a non-refundable $2000 enrolment deposit is required at time of acceptance, which is then applied against the first invoice. All bonds paid by students are maintained in a Bond Register.
- Requests for Sydney Campus accommodation will not be confirmed until full accommodation payment for the term is made in full.
Withdrawal from student campus accommodation application and bond refund

- **New Students:** are required to give a minimum of four (4) weeks (28 days) written notice before the commencement of term, to the School Representative, of their inability to undertake the course and/or their decision to no longer check-in to Sydney/Leura Campus Accommodation. New students who withdraw their enrolment with less than four (4) weeks written notice before the commencement of term, or who wish to vacate their on-campus accommodation after term commencement will forfeit the first term of residential fees in full. The $1200 Leura residential bond is refunded subject to the normal checkout procedures.

- **Continuing or Returning Students:** must give a minimum of four (4) weeks (28 days) written notice before the commencement of the next term, to the Director of Operations 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 Director of Operations, the remainder of residential fees will be refunded.

Deferral, dismissal or suspension of studies

- Students seeking to defer their studies due to extenuating circumstances with the permission of the Assistant Director Student Services or Head of School 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 as stated above 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.

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.

Leura Campus

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.
### Sydney Accommodation Campus

- Upon checkout before a bond refund is processed, a full room inspection checklist will be completed and signed off by the Accommodation Residential Assistant.

### Leura and Sydney Accommodation Campus

- If there is damage to the room or additional cleaning was required due to the state of the room, the Front Office Department (Leura) or Accommodation Residential Assistant (Sydney) will advise the Student Services Department of any charges to be incurred by the student based on the following rates:
  - Additional cleaning $200.00 (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.
- Students applying for a refund will need to complete the [Refund Form](#) and send it to refunds@bluemountains.edu.au. Once their refund has been approved by the Director of Finance, the form will be sent on to the Accounts Payable team for payment.

### Associated Forms

- [Refund Form](#)
- [Change of Program Form](#)

### Related Information

N/A.

### Review

Policies and procedures are reviewed on a yearly basis. Staff can submit recommendations for change on the [Improvement Request Form](#).

### Comments

**May 2012:** Policy name change from: On-Campus Accommodation & Bond Refund Policy; updated to include Sydney Campus Accommodation.

**March 2014:** Responsibilities updated; ‘student fees’ removed from the purpose and scope; procedure of withdrawal for new students clarified between Leura and Sydney campuses; last paragraph detailing the refund process for Campus check-out procedure for both Leura and Sydney campuses added; associated forms updated.