1. Deposit and Confirmation
1.1. On receipt of a completed enrolment form, and a non-refundable registration fee of NZ$140, written acknowledgement of enrolment will be given by LSI to guarantee students a place.

2. Fees
2.1. The course fees plus the cost of accommodation must be received no later than two weeks before the start of the course.
2.2. In the event of non-payment, Language Studies International reserves the right to refuse admission.
2.3. Fees cannot be transferred to another student.
2.4. LSI prices are in NZ dollars.

3. Student Fees
3.1. All student fees are to be deposited in the following account:
Language Studies International (NZ) Ltd – Student Fees Trust Account
The ANZ Bank, 185 Broadway, Newmarket, Auckland.
3.2. NZ$ Account Number: 060265-0101907-00 Swift Code: ANZBNZ22
3.3. In the event of insolvency, regulatory closure or withdrawal, or partial withdrawal of accreditation, LSI students may apply to dfk Oswin Griffiths Carlton for a refund of unused fees.
Please post claims to LSI Student Fees Trust, dfk Oswin Griffiths Carlton, Level 4, 52 Symonds St, Auckland 1010, NZ
3.4. US$ Account Number: LANINT-USD20 Swift Code: ANZB NZ22
Please arrange your transfer as follows: International Telegraphic Transfer/SWIFT MT103 to ANZ Bank Ltd, Wellington, New Zealand. For the credit of Language Studies International NZ Foreign Currency account no. LANINT-USD20.
3.5. Credit card payments (VISA / Mastercard / AMEX) NZ$ only – an additional 2.5% compulsory bank fee will be added to all credit card payments.
3.6. A bank fee of NZ$25 will be added to payments made by bank transfer.

4. Code of Practice
4.1. LSI has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students, administered by NZQA. Copies of the code are available on request from LSI.

5. Immigration
5.1. Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at www.immigration.govt.nz
5.2. Please check the website for medical certificate requirements associated with visa applications.
5.3. LSI is not liable for any decisions made by the Immigration departments of the countries concerned.

6. Eligibility for Health Services
6.1. Most International students are not entitled to publicly funded health service while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full cost of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health, and can be viewed on their website at: www.moh.govt.nz

7. Accident Insurance
7.1. The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents, and temporary visitors to New Zealand, but you may still be liable for all other medical related costs. Further information can be viewed on the ACC website at: www.acc.co.nz

8. Medical and Travel Insurance
8.1. International students (including group students) must have appropriate and current medical and
travel insurance while in New Zealand.

9. Cancellation
9.1. If student cancels 14 days before start date, a full refund (minus $140 registration fee) is given.
9.2. If student cancels 1 – 14 days before start date, students must pay 2 weeks accommodation plus Reg fee plus AP fee.
9.3. For courses of 3 months or longer, students withdrawing within the first 10 working days of the course must be refunded in full less a deduction for costs incurred by LSI, up to a maximum of 25% of the total fee paid.
9.4. LSI will provide the student with details of the cost components for the purpose of working out the maximum deductible percentage.
9.5. In the event of a dispute over the cost component deducted, the student can refer the matter to the International Education Appeal Authority.
9.6. [For Domestic Students: for courses of 3 months or longer, withdrawals made within the first 8 calendar days of the course will be refunded in full less a deduction of 10% or $500 payable to LSI, whichever is the lower amount].
9.7. Where a foreign student enrolled on a course of study that is less than three months’ duration withdraws from such a course, the following minimum refund entitlement will apply:
   9.7.1. For courses of up to and including four weeks and six days: where a student withdraws within the first two days of the course LSI will retain 50% of the full amount and refund the balance to the student.
   9.7.2. For courses of five weeks or more but less than three months: where a student withdraws within the first five days of the course LSI will retain 25% of the full amount and refund the balance to the student.
   9.7.3. Otherwise there are no refunds.

10. Goods and Service Tax
10.1. Please note that course fees are subject to a 15% government tax.
10.2. Should this be increased, our fees will increase accordingly.
10.3. Homestay accommodation fees are not subject to this tax.

11. Accommodation
11.1. LSI NZ is a booking, placing, and collection agent for Homestay (HB & B&B) and Hostel Accommodation.
11.2. Accommodation fees are not subject to GST.
11.3. Accommodation refunds will be made to the student on completion of the course if the student has given 2 weeks’ notice in writing.

12. Homestay/Hostel Cancellation
12.1. Accommodation is provided on a 7-night basis: from arrival on Sunday, 1 day prior to course commencement, until departure on the Sunday following the end of the course.
12.2. Unless otherwise stated, all accommodation is with a Host family.
12.3. All cancellations, withdrawals or changes should be submitted in writing at least 2 weeks in advance and must be confirmed by LSI.
12.4. Non confirmed withdrawals result in payment of two weeks homestay fee.
12.5. There is a non-refundable NZ$200 Accommodation Placement Fee.

13. Minimum Age
13.1. The minimum age for acceptance is 16 years.
13.2. Students under the age of 18 staying in family accommodation must book half-board and a return airport transfer.
13.3. Unless otherwise requested by a parent or guardian, students under the age of 18 staying in family accommodation will be expected to return to their accommodation by no later than 22.00 hours each evening.

14. Courses/ Activities
14.1. Our courses take place from Monday to Friday, except on Public Holidays.
14.2. We offer the following lessons from Monday to Friday inclusive:
14.2.1. Four (4) lessons per day of 50 minutes each for our Standard 20 Course.

Six (6) lessons per day of 50 minutes each for our Intensive 30 Course.

14.2.2. Our Standard 20 Plus and Intensive 30 Plus Courses include 1 or 2 individual lessons of 45 minutes every day.

14.2.3. Our Individual Course lessons last 45 minutes.

14.2.4. Social activities which are organised by our school are at extra cost.

15. Course Changes

15.2. Students cannot change their course to a lower specification once the course has begun e.g. students cannot change from Intensive 30 to Standard 20 Course once they have started their course.

15.3. Courses have set starting and finishing dates with no course changes permitted.

15.4. No changes to course dates or type once course has begun.

16. Holidays

16.2. Application for a holiday must be made to the office 14 days before commencement of the holiday.

16.3. Holidays must be Monday to Sunday.

16.4. Not all students are entitled to a holiday.

16.5. Courses with student visas: no holidays permitted.

17. Attendance

17.2. Once enrolled, students are expected to attend all lessons.

17.3. No fees are refundable should a student have to leave for misconduct.

18. Promotional Activity

18.2. Students and their parents/guardians agree that the student’s photo, quotes and details of achievements may be used for LSI’s promotional purposes without written consent or notification.

18.3. Objections to this should be made in writing to LSI before the start of the course.

19. LSI Terms and Conditions are displayed fully and according to the governing body of each location on the LSI website, and regularly updated.


19.3. LSI Terms and Conditions are correct at the time of printing.

19.4. LSI reserves the right to change or amend these conditions where, at minimum, a 2-week advance notice would be given.