

ISGI Refund and Cancellation Policy



INTERNATIONAL STUDENT
GUARDIANSHIP IRELAND

Welcome to the Refund Policy for International Student Guardianship Ireland (ISGI). This policy is designed to outline the terms and conditions regarding tuition and fees payments, deposit requirements, and refund procedures for students enrolling with ISGI. We understand the importance of transparency and clarity in financial matters, and this policy aims to provide clear guidelines to students and their families regarding payments and refunds.

At ISGI, we are committed to providing exceptional support and guardianship services to international students studying in Ireland. As part of our commitment to excellence, we have established this refund policy to ensure fairness and consistency in financial transactions with our enrolled students.

Please take the time to review this policy carefully. By enrolling with ISGI and making payments, you acknowledge your understanding of an agreement to comply with the terms and conditions outlined herein. Should you have any questions or require further clarification, please do not hesitate to contact the ISGI administration. We are here to assist you every step of the way in your educational journey with us.

Payment Deadline

- All payments must be made in full by June 15th prior to the commencement of the academic year as per the school calendar

Late Payments

- No payments will be accepted after the start of the school year. Students whose payments are not received by June 30th may forfeit their enrolment and lose their place at ISGI

Payment Methods

- Payments will be received through bank transfers or cash payments. Bank transfer fees are to be paid by the sending party

Full Payment Option

- Families residing outside the EU are encouraged to make full payment together to reduce transfer fees

Contingency Fund

- ISGI is unable to make purchases in advance for students. Therefore, a contingency fund is required to cover any unforeseen expenses or emergencies that may arise throughout the academic year. The contingency fund is utilized for necessary purchases and services for the

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students' educational needs. Contingency fees not utilised are carried forward or refunded as requested.

Deposit Requirement

- To secure a place at ISGI, a non-transferable, non refundable deposit of €1000 is required. This deposit must be paid upon acceptance of enrolment and will be applied towards the total service fee for student guardianship throughout the academic year.

Cancellation

In the event of a cancellation of enrolment with ISGI, the following policies apply:

Cancellations made before the start of the academic year up to June 15th

- Students who cancel their enrolment before July 15th of the academic year are eligible for refund of guardianship services fees paid, excluding the non-refundable deposit.

Cancellations made after July 15th and before the start of the academic year

- Eligible for Refund of 50% of guardianship services fees paid, excluding the non-refundable deposit.

Cancellations after the start of the academic year

- Once the academic year has commenced, no refunds will be issued for fees paid to ISGI for guardianship services, regardless of the reason for cancellation as places are limited

Cancellation requests must be submitted in writing to the ISGI administration.

- ISGI reserves the right to withhold refunds in cases of breach of policies or failure to abide by the code of behaviour.

Non-Refundable Fees

- All fees paid, including the deposit, are non-refundable once the school year commences.

Full Refund

- In the event of a cancellation, any contingency fund received by ISGI is fully refundable

Refund Process

- All refund requests must be submitted in writing to the ISGI administration.
- Refunds, if approved, will be processed within 30 days of receiving the written request.
- Any outstanding balances must be settled or deducted from the refund prior to being processed.

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Communication Channels

- Contact information for the designated individual or department responsible for handling inquiries, refund requests, and related matters is isgi@bwe.ie

Governing Law

- The refund policy is governed by the laws of Republic of Ireland. Any disputes shall be resolved according to the laws of Republic of Ireland

Amendments to Policy

- ISGI reserves the right to modify or update the refund policy as necessary, with prior notice to enrolled families, and will communicate changes through appropriate channels.

Please review this refund policy carefully. By enrolling at ISGI and making payments, you acknowledge and agree to abide by the terms and conditions outlined herein. If you have any questions or require further clarification, please contact the ISGI administration.

