

## Supplementary Information for Australia: – Eurocentres Cairns CRICOS 00078M

The following provisions are supplementary to Eurocentres General Terms and Conditions of Business.

### Provider Insurance

The company operating Eurocentres Cairns (Cairns Language Centre Pty Ltd - henceforth “the Provider”) is a member of the English Australia Tuition Assurance Scheme, an approved Tuition Assurance Scheme, and as such all fees paid in advance by students are guaranteed in the event of closure or discontinuation of a business. In the event of such a closure or discontinuation of a business, the situation with regard to refunds or course continuation is covered by the Education Services for Overseas Students (ESOS) Act 2000 and the ESOS Regulations 2001. However, all withdrawals initiated by a student are exempt from this fee guarantee in accordance with Eurocentres General Terms and Conditions of Business.

### Deferment, Suspension or Cancellation Policy

Eurocentres reserves the right to cancel, terminate or defer courses without notice. If any course is cancelled or deferred and does not start on the agreed starting day, or is started but terminated before it is completed for whatever reason, Eurocentres will refund all course money within 2 weeks after the default day in accordance with the provisions of sections 27 and 29 of the ESOS Act 2000.

### Refund Policy

Clauses 10 and 11 of Eurocentres International General Terms and Conditions of Business Eurocentres define refund policy. No refunds are possible after the start of a course and any eCoE (electronic Confirmation of Enrolment) issued will be cancelled if a participant withdraws from a course. Any refund due will be paid only through the channel used for the original payment. Any such refund will be made within 4 weeks of the written notification of withdrawal.

### Confidentiality and Privacy Policy

Eurocentres is not permitted or authorised to give out your private addresses or the address of other students unless requested within the law. Your personal information may be made available by the Provider to the Australian Government and designated authorities and, if relevant, the Tuition Assurance Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the student of a student visa condition. Eurocentres is not permitted to give out personal information or the contact addresses of staff members.

### Declaration

1. I confirm that, in accordance with the ESOS National Code 2007, I have read, accept and agree to abide by:
  - Eurocentres (International) General Terms and Conditions of Business, attached as an appendix to this document,
  - this document (Eurocentres Supplementary Information for Australia).
2. I understand that this the terms of this document and Eurocentres complaints and appeals processes, do not remove my right to take action under Australia’s consumer protection laws or my right to pursue other legal remedies.
3. I clearly understand and accept that enrolment in Eurocentres will require compliance with the provisions established by the Australian Government for fee-paying overseas students, which will include the following:
  - a) Temporary entry to Australia, if granted, will be for study purposes only;
  - b) I will be permitted to continue to study at Eurocentres only if I maintain satisfactory attendance in my course of study and that, if I have a student visa and fail to do so I will be reported to the Australian Government.
  - c) I have no right to change schools once enrolled, and may only do so (i) after 6 months of a stay exceeding 1 year and (ii) with a written letter of release from the Provider.
  - d) I undertake to inform Eurocentres of my Australian residential address and telephone number at Orientation;
  - e) I will advise Eurocentres of any changes to these details while enrolled at Eurocentres;
  - f) I understand I will be required to pay compulsory school fees for any children accompanying me to Australia who are aged between 6-15 years.

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Name (Printed) Signature Date

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If under 18: Parent/Guardian Name (Printed) Signature Date