

## Go Study Australia Pty Ltd

### Service Agreement - Cancellation & Refund Policy

Go Study Australia does not impose any charges on clients who enrol in partner colleges and commence their studies. However, if the client cancels their enrolment or fails to commence their studies, Go Study Australia will retain a service fee in accordance with the following guidelines.

This Agreement is entered into between the client ("**Student**") and Go Study Australia ("**Go Study**") regarding the cancellation and refund policy for courses or packages of courses for which **Go Study** assisted with the **Students** enrollment.

#### 1. Scope of Policy

This Cancellation & Refund Policy applies when the **Student** requests a cancellation for any courses or packages of courses for which **Go Study** provided assistance in enrollment, including but not limited to English Colleges, Vocational Education Providers, Universities, Primary and Secondary schools.

#### 2. Relationship with Education Provider

This Agreement is separate from the agreement between the **Student** and the education provider. The **Student** is required to sign or accept the education provider's agreement concurrently with or prior to making any tuition fee or non-tuition fee payments.

#### 3. Go Study Australia Services

This Agreement governs the terms and conditions between the **Student** and **Go Study** pertaining exclusively to the services provided by **Go Study**, including advisory and education counselling services related to the enrollment in courses or packages of courses.

#### 4. Cancellation Fee

##### 4.1 Cancellation before Course Start Date

4.1.1 If the **Student** requests to cancel their course before the course start date and before receiving any clerical support related to their visa application, **Go Study** will charge a cancellation fee of \$250 (Australian Dollars).

4.1.2 If the **Student** requests to cancel their course before the course start date but after receiving clerical support from **Go Study** with their visa application, **Go Study** will charge a cancellation fee of \$400 (Australian Dollars).

4.1.3 If the **Student** requests to cancel their course due to visa refusal for travel to Australia, **Go Study** will retain a reduced cancellation fee of \$250 (Australian Dollars).

##### 4.2 Cancellation after Course Start Date

If the **Student** requests to cancel the course after the course start date, **Go Study** will not charge any cancellation fee.

#### 5. Acknowledgment and Agreement

By completing the Go Study Agreement, the **Student** acknowledges, understands, and agrees to the **Go Study Cancellation & Refund Policy** for any courses or packages of courses for which Go Study provided assistance in enrollment.

The Student further acknowledges, understands, and agrees that Go Study will deduct the applicable cancellation fee specified above from any refund made by the education provider to the Student .