

Go Study Australia Pty Ltd

Service Agreement – Cancellation & Refund Policy

This Agreement is entered into between the client (the **"Student"**) and **Go Study Australia Pty Ltd ("Go Study")** and governs the terms and conditions applicable to the cancellation and refund policy for courses or packages of courses for which Go Study has provided enrolment assistance.

1. Scope of Policy

This Cancellation & Refund Policy applies when the Student requests cancellation of any course or package of courses for which Go Study has provided enrolment assistance, including, but not limited to, English language colleges, vocational education providers, higher education institutions, and primary and secondary schools.

2. Relationship with the Education Provider

This Agreement is separate and independent from the agreement entered into between the Student and the education provider.

The Student acknowledges and agrees that they are required to sign or accept the relevant education provider's terms and conditions, either prior to or concurrently with making any tuition or non-tuition fee payments.

Go Study acts solely as an education consultancy and enrolment agency and is **not** the education provider. Academic policies, cancellation policies and refund policies relating to the course itself remain the sole responsibility of the relevant education provider and may differ between institutions.

3. Go Study Australia Services

This Agreement governs exclusively the terms and conditions applicable to the services provided by Go Study to the Student, including but not limited to education counselling, course selection assistance, enrolment support and related administrative services.

4. Cancellation Fee

Go Study Australia does not impose any charges on Students who enrol in partner education providers and commence their studies.

However, where a Student cancels their enrolment or fails to commence their studies, Go Study may retain a service fee in accordance with the following provisions.

All fees referred to in this Agreement are expressed in Australian Dollars (AUD) and apply regardless of the Student's country of residence.

No refund will be granted where the Student has provided false, misleading or inaccurate information or documentation.

4.1. Cancellation before Course Start Date

- 4.1.1. If the Student requests cancellation before the course commencement date and before receiving any clerical or administrative support relating to their visa application, Go Study will charge a cancellation fee of AUD 250.
- 4.1.2. If the Student requests cancellation before the course commencement date but after receiving clerical or administrative support from Go Study relating to their visa application, Go Study will charge a cancellation fee of AUD 400.
- 4.1.3. 4.1.4 Where the Student has paid a deposit for enrolment with an education provider, the cancellation provisions above shall apply, except where the Student is not accepted by the education provider for which the enrolment was submitted. In such circumstances, the amount paid shall be refunded in full.

4.2. Cancellation after Course Start Date

If the Student requests cancellation after the course commencement date, Go Study will not charge any cancellation fee for its services.

5. Refund Conditions

In relation to any refund payable, the Student expressly acknowledges, understands and agrees that:

- 5.1. Any refund will be processed exclusively in accordance with this Agreement and, where applicable, the refund policy of the relevant education provider.
- 5.2. The Student agrees to provide, upon request by Go Study Australia Pty Ltd and/or the educational institution, all information and documentation reasonably required to process the refund, including, but not limited to, documentation sufficient to verify the Student's identity, the ownership of the bank account to which the refund will be made, and any other documentation required to comply with applicable legal, regulatory, or banking obligations. Failure to provide the requested documentation may prevent or delay the processing of the refund until all required documentation has been received.
- 5.3. Refunds will be processed only in Australian Dollars (AUD), regardless of the currency originally used by the Student to make payment.
- 5.4. Go Study Australia Pty Ltd will process the refund by applying the exact amount originally received in AUD, less any applicable

cancellation fee and any bank charges incurred during the refund process.

- 5.5. The Student acknowledges and accepts that the exchange rate applied by the receiving bank or payment platform at the time the refund is processed may affect the final amount received in the Student's local currency.
- 5.6. Any costs arising from currency conversion, international transfer fees, intermediary bank charges or other banking fees shall be borne solely by the recipient of the refund.
- 5.7. Go Study Australia Pty Ltd accepts no responsibility for exchange rate fluctuations, banking delays or fees charged by financial institutions, intermediary banks or payment platforms involved in processing the refund.
- 5.8. Where the Student transfers funds to Go Study for the purpose of paying an Australian visa application fee through Go Study's corporate account, the Student acknowledges and agrees that such funds are transferred solely for payment to the relevant Australian immigration authority. Once payment has been made to the authority, those funds are non-refundable. Accordingly, irrespective of any cancellation of the course or services, Go Study shall not be liable to refund any visa application fee that has already been paid to the relevant immigration authority.

6. Acknowledgment and Agreement

By completing the Go Study Agreement, whether electronically or in writing, the Student acknowledges that they have read, understood and accepted this Cancellation & Refund Policy for any course or package of courses for which Go Study has provided enrolment assistance.

The Student further acknowledges and agrees that Go Study may deduct the applicable cancellation fee specified in this Agreement from any refund issued by the relevant education provider.

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