

AUT INTERNATIONAL HOUSE CONDITIONS - RESIDENTIAL ACCOMMODATION

BOOKINGS

- A minimum four-week booking is required for residential accommodation unless you are enrolling for a two-week course.
- Bookings are not guaranteed until payment is received. We advise early payment in order to secure a room. You will receive confirmation of your booking once your payment is received.

Please note: If you wish to extend the period booked after arrival, this will be subject to availability. To avoid disappointment we recommend booking for an extended period of time. Refunds can be made, if necessary, following the procedures given under the “cancellations/refunds” section below.

CHECKING IN AND CHECKING OUT PROCEDURES

- Check in after 10am on the Sunday prior to the start of your course.
- Check out by 10am on the Saturday after course completion.

CANCELLATION/REFUNDS

- If you cancel your residential accommodation at least 4 weeks before your course is due to begin, a refund of all fees is made, except the placement fee.
- If you cancel your residential accommodation less than 4 weeks before your course is due to begin AUT International House will not refund the first 4 weeks that you have paid, but will refund all other fees except the placement fee.
- If you cancel your residential accommodation while you are living there, 4 weeks’ notice is required. AUT International House will refund the balance. The full bond will be refunded if the room and unit are damage-free. The placement fee is non-refundable.

If you are entitled to a refund, you must claim the refund within 12 months of the date of cancellation.

RESIDENTIAL TERMINATION

If you are expelled from AUT International House, you will also be expelled from your residential accommodation.

You will be refunded whole, unused weeks only. AUT International House reserves the right to expel a student from school for serious misconduct or for poor attendance.

LIABILITY

AUT International House cannot be held responsible for any damage, loss or injury incurred within the residential accommodation.

AUT INTERNATIONAL HOUSE CONDITIONS - HOMESTAY

BOOKINGS

- A minimum four-week booking is required for homestay unless you are enrolling for a two-week course.
- Homestay bookings must be received at the time of your enrolment or a minimum of two weeks prior to your arrival in New Zealand.

Please note: If you wish to extend the period booked after arrival, this will be subject to availability. To avoid disappointment we recommend booking for an extended period of time. Refunds can be made, if necessary, following the procedures given under the “cancellations/refunds” section below.

CANCELLATION/REFUNDS

- If homestay is cancelled at least two weeks before your arrival date in New Zealand, all fees, except the placement fee, will be refunded.
- If homestay is cancelled less than two weeks before your arrival, neither the first four weeks nor the placement fee will be refunded. Any additional weeks paid for will be refunded.

If you are entitled to a refund, you must claim the refund within 12 months of the date of cancellation.

LIABILITY

AUT International House cannot be held responsible for any damage, loss or injury incurred while living with a homestay family.