

## STUDY TOUR POLICIES

### GENERAL TERMS AND AND CONDITIONS

- Minimum 10 students required to run a group program/study tour.
- Activities are subject to change and may depend on weather conditions
- Client will provide details on the group escorts and each student in the group by completing and returning an Enrolment Form for each person
- Client must ensure the parents of under 18s have indemnified & released Hawthorn-Melbourne and given permission for the nominated responsible adult (group escort) to act as carer for their child for the duration of the study tour by signing Section B of the Enrolment Form
- Client must return the above forms to Hawthorn-Melbourne 4 weeks before program commencing
- An accommodation placement fee will be charged for every additional accommodation placement arranged by Hawthorn-Melbourne.
- Homestay accommodation fee charged will be for a minimum of 2 weeks (13 nights)
- We regret that we are unable to include the provision of travel passes (MyKi cards) for students as part of the package. Our homestay hosts will assist students to purchase the appropriate card on arrival.
- Please refer to Hawthorn-Melbourne's Conditions of Enrolment for students enrolled to undertake accredited courses. [www.hawthornenglish.com/policies](http://www.hawthornenglish.com/policies)

### UNDERAGE STUDENTS

Hawthorn-Melbourne can accept students under the age of 18 years into short courses and other group programs with the following conditions:

- **Minimum Age Limit**  
Hawthorn-Melbourne cannot accept students under the age of 14 years.
- **Children in Homestay Accommodation**  
Students aged 14 to 17 are placed in twin-share, not single, homestay accommodation.
- **Enrolment Form**  
These forms must be signed by the parent of a student under 18 years of age and returned to us by email 4 weeks prior to the student arriving for the study tour.
- **The Chaperone**  
Any groups including under-age students must be accompanied by a responsible adult at a ratio of at least 1:18. Wherever possible, mixed gender groups should have both a male and a female chaperone. Chaperones must be present on all scheduled activities/visits/excursions.

Any exceptions to this policy must be agreed on beforehand in writing. Exceptions to this may include where the agent has a representative who is based in Melbourne.

## DUTIES AND RESPONSIBILITIES OF CHAPERONES

- Client must ensure group escorts are responsible adults with a reasonable level of spoken English and that each group escort completes a Responsible Adult Arrangement Form.
- Responsibility for the health, safety and welfare of all students under 18 will remain with the study group leader/chaperone. With the exception of student visa holders where Hawthorn-Melbourne has issued a 'Confirmation of Appropriate Accommodation and Welfare' letter (CAAW); under the CAAW, the accommodation and welfare arrangements remain the responsibility of Hawthorn-Melbourne.
- Wherever possible, mixed gender groups should have both a male and a female chaperone.
- Chaperones should be present on campus at all times when students are on breaks from class, unless prior arrangements have been made with the relevant person at Hawthorn-Melbourne.
- It is the responsibility of the chaperone/s to communicate details of any pre-existing medical condition, including the need for daily medications, to the nominated Hawthorn-Melbourne staff member.
- Chaperones should take responsibility for the safekeeping of students' money, passports, airline tickets and other valuables.
- All students and a nominated representative of Hawthorn-Melbourne should be given a contact telephone number of a chaperone in Melbourne for use in emergencies.

## PAYMENT TERMS AND CONDITIONS

The following table outlines payment due dates, cancellation & refunds applying to the booking. All cancellations and refund requests must be made in writing.

Payment Required	Payment Due	Cancellation Notice	Refund Due
Deposit – 20%	8 weeks before program begins	More than 8 weeks	Full Refund
		Less than 8 weeks	No refund
Balance – 80%	4 weeks before program begins	More than 4 weeks	Full Refund
		Less than 4 weeks	No refund

Note: Weeks are calculated in calendar weeks i.e. 4 weeks = 28 days.  
Cancellation notice period is calculated from the program scheduled start date.