A course cancellation is not effective until it is received by Cairns College of English & Business in writing.

- The enrolment fee and homestay placement fee are not refundable.
- All fees except the enrolment fee and homestay placement fee will be refunded if you are not granted a visa.
- If you cancel your course MORE than 28 days before your course commencement date all fees, except the enrolment fee and homestay placement fee, will be refunded.
- If you cancel your course LESS than 28 days before your course commencement date a cancellation fee of 25% of tuition fees will apply.
- No tuition fees will be refunded if you advise cancellation on or after your course commencement date.
- If you cancel your homestay less than 14 days prior to your arrival date, then two weeks fees are to be paid.
- If written cancellation is more than 14 days prior to your homestay arrival date, a full refund of homestay fees is available, except the homestay placement fee.

- Refunds will be made to the student unless directed otherwise; if the student is under 18 years old, refunds will only be made to the student if directed to do so in writing by the legal guardian.
- CCEB reserves the right to expel a student who does not adhere to the discipline code of the college. In such cases no refund will be made.
- Study days lost due to late commencement on courses are not recoverable. There are no refunds for public holidays or absences occurring during your course.
- Should the student cancel their enrolment, the College shall effect the necessary refund within 4 weeks. The refund will be paid directly, unless the person gives written direction to pay someone else. The refund will be paid in the same currency in which the fees were paid unless this is impractical. Applications for refunds must be received by CCEB in writing, addressed to the Principal Administrator, PO Box7506, Cairns 4870, manager@ccb.qld.edu.au.
- In an unlikely event that CCEB is unable to deliver your course in full, CCEB will offer you a place in an alternative course at no extra cost to you; if you don’t accept this offer, a refund of any unspent pre-paid tuition fees will be paid. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement. If CCEB is unable to provide a refund or place you in an alternative course, the Tuition Protection Scheme (TPS) will seek to place you in a suitable alternative course. In the event the new course is of a higher cost, you will have to pay the difference. Finally, if TPS cannot place you in a suitable alternative course, you will be eligible for a refund of any unspent pre-paid tuition fees.
- No refund for school closure due to dangerous situations (e.g. fire, cyclone, flooding). The school may decide to close for the safety of the students and staff.
- Unused fees cannot be transferred to another student.
- In the case of provider default, refunds are calculated in accordance with the requirements of the ESOS Act 2000 and supporting legislative instruments.
- This agreement does not remove the right to take further action under Australia’s consumer protection laws.
- The registered provider’s dispute resolution process does not circumscribe the student’s right to pursue other legal remedies.