



Student Accommodation: Monash Rural Health Refund Policy

Purpose

To equitably manage student accommodation cancellations and subsequent administrative charges.

Scope

Students, staff and key stakeholders of Monash Rural Health, Monash University

Policy Statement

The parameters for cancelling an accommodation booking for circumstances in a student's control are:

- If cancellation is at least 2 weeks prior to the commencement of an accommodation booking, two weeks payment will be forfeited with the remaining payment refunded to the student.
- If cancellation is less than 2 weeks prior to the commencement of an accommodation booking, the full payment amount will be forfeited.

The parameters for cancelling an accommodation booking when there are extenuating circumstances that are out of the student's control, that result in a placement being changed or cancelled are:

- The full payment will be refunded to the student. Evidence must be provided by the placement co-ordinator for any placement changes. A medical certificate is required for any personal and/or family illness.

The parameters for a student departing their accommodation earlier than the booked time frame are:

- The student will not be refunded for any money paid.

Supporting Procedures

Accommodation: Monash Rural Health Procedures

Supporting Guidelines

Nil

Responsibility for Implementation

All staff and key stakeholders of Monash Rural Health accommodation sites and facilities.

Key Stakeholders

All staff from Monash Rural Health, Monash University; medicine, nursing and allied health students and staff.

Approval Body

Monash Rural Health Managers Committee

Endorsement Bodies

Monash Rural Health Executive Committee; Monash Rural Health Managers Committee

Related Policies

Student Accommodation: Monash Rural Health Policy

Date Effective

10 June 2019



Reviewed

July 2020

Owner

Head of School, Monash Rural Health

Content Enquiries

Operations and Planning Manager (Office of Head of School)

Document History

Version Number	Date Approved	Approved By	Brief Description
1.0	June 2019	MRH Managers	Created
	Reviewed July 2020	MRH Managers	No changes made