Monash Rural Health Student Accommodation 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
Monash Rural Health Student Accommodation Procedure

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

Related Policies
Monash Rural Health Student Accommodation Policy

Date Effective
10 June 2019
# Reviewed

July 2021

## Owner

Head of School, Monash Rural Health

## Content Enquiries

Operations and Planning Manager (Office of Head of School)

## Document History

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<tr>
<td>1.1</td>
<td>August 2021</td>
<td>MRH Managers</td>
<td>Updated title to make consistent with other policies, changed approval body to Managers Committee, and changed endorsement body to Executive Committee</td>
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<td></td>
<td>Reviewed July 2020</td>
<td>MRH Managers</td>
<td>No changes made</td>
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