



## **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 4 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 4 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 beyond the student's control and result in their 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:

- Must give 4 weeks' notice, and the balance of any pre-payment after this notice period will be refunded.

### **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**

June 2025

**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
1.3	July 2025	MRH Managers	Refund policy brought in line with Student Accommodation Agreement
1.2	June 2024	MRH Managers	No Changes Made
1.2	Jan 2024	MRH Manager	Clarified refund conditions when resident departs before their booking end date to align with agreed business practice.
	July 2022	MRH Manager	No Changes Made
1.1	August 2021	MRH Managers	Updated title to make consistent with other policies, changed approval body to Managers Committee, and changed endorsement body to Executive Committee
	Reviewed July 2020	MRH Managers	No changes made
1.0	June 2019	MRH Managers	Created