

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 within a student's control are:

- If cancellation is at least 2-4 weeks prior to the commencement of an accommodation booking, a pro rata portion of the reservation charge will be retained 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,
- If cancellation is after the commencement of an accommodation booking, 4 weeks notice is required and payment must be up to date when they depart.

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.

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 Executive Committee

Related Policies

Monash Rural Health Student Accommodation Policy

Date Effective

10 June 2019

Reviewed

June 2024