

## Application Procedure

1. Read and understand our Terms and Conditions.
2. Complete and submit the OKCNZ Application Form
3. We will confirm when we have received your application.
4. You will be sent an invoice for OKCNZ's services once they have been finalised.
5. If you are attending school, an invoice will be sent to you after you have made your choice of school.
6. When all fees have been received in full, we will send you a receipt, acceptance letter, school documents, your arrival information and, if applicable, your homestay details.
7. You must arrange the appropriate visa for your time in New Zealand.
8. If you are arranging your own insurance, make sure it covers you for all travel and medical expenses from the day you depart until the day you return to your home country.
9. Arrange your flight and inform OKCNZ of your arrival details.

## Payment Methods

OKCNZ will send you an invoice for the services you require. If you have decided on your school at that time, we will include your school costs in this. However, if you are still to decide, an additional invoice for school costs will be sent later.

Your registration fee, and all arrangement fees will be required as a deposit within 14 days of issue of invoice.

All fees must be paid in full 21 days before your New Zealand arrival date.

There are two methods of payment available to you.

1. Bank draft. Please send by mail – please check the address on our Website's Contact Us page.
2. Bank transfer. You will need to arrange a transfer from your bank to ours. All details will be included with your invoice. Please use your invoice number as a reference so that we can quickly identify your payment.

We will advise you as soon as we have received payment and issue a receipt.

## Cancellation and Refund Policy

All tuition fees and school costs can only be refunded under the terms and conditions of the institute enrolled in.

OKCNZ service costs can be recovered as follows:

1. Up to 21 days prior to programme commencement date, full refund of all special fees, membership and homestay weekly fees, excluding registration fee and arrangement fees.
2. From 21 days prior to, up until programme commencement date, full refund of special fees, membership and homestay weekly fees, excluding registration, arrangement fees and two weeks homestay fees.
3. After arriving in New Zealand, weekly homestay fees can be refunded, but two weeks notice of your intention to leave must be given.
4. After arriving in New Zealand there can be no refund of service fees, including registration and membership.
5. All applications for cancellation of services and refunds must be submitted to OKCNZ in writing.
6. Changes to arrangements require five working days notice and a \$50 alteration fee.

## Liability

1. It is a requirement of New Zealand law that all international students have appropriate medical and travel insurance. OKCNZ Ltd requires all clients to be adequately covered by insurance for any loss, injury, damage or sickness that may occur while they are in New Zealand.
2. OKCNZ Ltd is not liable for any injury or sickness experienced by a client, or damage, loss or theft of a client's property, while participating in any activity arranged by OKCNZ Ltd, other than those imposed by New Zealand law.
3. OKCNZ Ltd reserves the right to alter services if we are required to do so by events beyond our control.
4. OKCNZ Ltd is not liable for any cancellation or alteration of contracted services that are beyond our control.