



STUDENT CANCELLATION AND REFUND REQUEST FORM

Please complete all sections, then send the form with your supporting documents by email to marketing@lsnz.co.nz.

1 COMPLETE

Complete this form and sign it. A parent or guardian signs if the student is under 18.

2 SEND

Email the form and your supporting documents to marketing@lsnz.co.nz.

3 LSNZ CHECKS

LSNZ reviews everything and asks you for any extra information if needed.

4 STUDENT CONFIRMS

LSNZ opens the refund request with Public Trust and emails an acknowledgement to the student's email. The student must read, confirm and agree to the refund.
If the student is under 18, the acknowledgement is sent to the parent / guardian's email and must be signed and confirmed by them.

5 REFUND PROCESSED

LSNZ receives the confirmation and submits the documents to Public Trust. If everything is correct and nothing else is needed, the refund is processed within up to 2 weeks.

Send to: marketing@lsnz.co.nz

Refunds are paid only by bank transfer into a bank account. No cash, credit card or digital account refunds are made.

1. STUDENT DETAILS

Campus (select one) ☐ Queenstown ☐ Christchurch

Family name

First name

Student ID

Programme enrolled in

Course start date

Student email address

Mobile no.

Agent / agency (if applicable)

☐ The student is under 18

2. WHAT ARE YOU REQUESTING?

I am requesting a refund of (tick all that apply):

☐ Tuition fees ☐ Homestay / accommodation ☐ Living expenses ☐ Transfer

☐ All fees paid (subject to the deductions in the LSNZ refund policy)

☐ Other (please specify):

Reason for cancellation / refund *Please give a detailed reason. "Going home", "overpayment", "withdrawal" or "personal reasons" alone cannot be accepted.*

Parent / guardian contact details (students under 18 only)

Full name

Phone

Email



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3. REFUND DETAILS

Refund to (select one): ☐ Student's bank account ☐ Agent's bank account

Is this the account the payment was made from? (select one) ☐ Yes ☐ No

If No, additional information will be requested and checked with Public Trust before the refund can be approved.

Account holder name

Account number

Bank name

Country

If the bank account is NOT in New Zealand, please also complete:

Account holder's full address

Account holder's phone

Bank branch

SWIFT code

IBAN

Bank full address

Preferred currency (select one):

☐ USD ☐ EUR ☐ AUD ☐ JPY ☐ SGD ☐ GBP ☐ FJD ☐ HKD ☐ ZAR ☐ CAD ☐ NZD

Payments are made only in these currencies. Please check with your bank that the selected currency is accepted.

4. SUPPORTING DOCUMENTS (tick what you are attaching)

- ☐ Copy of student's passport ☐ Visa decline letter (if the visa was declined)
- ☐ Proof of bank account (beneficiary name, account no.) ☐ Proof of payment showing the payment track to LSNZ
(of the account the refund is to be paid to) *(if an intermediary account was used, receipts for both transactions)*
- ☐ Other documents requested by LSNZ

All documents must be sent in PDF format. Photos and screenshots will not be accepted.

5. DECLARATION AND SIGNATURE

☐ I confirm that the information in this form is correct and complete.

Name (student, or parent / guardian if under 18)

Relationship to student (if guardian)

Signature

Date of request (dd/mm/yyyy)