

Title: Important! New & Revised 2023/2024 Fees and Policies

Dear NZLC Partner

We hope this message finds you well.

Today we have a very important update regarding our Fees and Policies. We would appreciate you taking some time to familiarise yourself with them and making these changes in your promotional material and website, as well as sharing them with your team.

### 1. New Southern Cross Insurance Rates & NZLC Policy (Applies to students starting the insurance on, or after 10 May 2023)

| Southern Cross Insurance<br>(Prices subject to change) | Age 0-17 years  |         |          |          |           |          | Age 18-55 years |          |          |          |           |          |
|--|---|---------|----------|----------|-----------|----------|-----------------|----------|----------|----------|-----------|----------|
|  | <b>Policy wording:</b><br><a href="https://nzlc.ac.nz/downloads/#1587408837346-63557e26-b5bd">https://nzlc.ac.nz/downloads/#1587408837346-63557e26-b5bd</a> | 1 month | \$70     | 5 months | \$263     | 9 months | \$474           | 1 month  | \$95.13  | 5 months | \$357.42  | 9 months |
|  | 2 months  | \$139   | 6 months | \$316    | 10 months | \$526    | 2 months        | \$188.90 | 6 months | \$429.44 | 10 months | \$714.83 |
|  | 3 months  | \$173   | 7 months | \$369    | 11 months | \$579    | 3 months        | \$235.11 | 7 months | \$501.47 | 11 months | \$786.86 |
|  | 4 months  | \$211   | 8 months | \$421    | 12 months | \$633    | 4 months        | \$286.75 | 8 months | \$572.14 | 12 months | \$860.25 |

- 0 – 17 years insurance rates remain the same as the current rates. Students do not have to pay extra if students turn 18 years during the insurance period.
- 18 – 55 years insurance rates have increased.
- Southern Cross insurance can cover up to 55 years old (at the time of starting the insurance).
- NZLC will not send a revised invoice for those students whose insurance starts on or before 31 July and have already received invoices from NZLC.
- **NZLC will send a revised invoice for those students whose insurance starts on , or after 01 August 2023 and have already received invoices from NZLC.**
- NZLC will include these new insurance rates for any new enrolments starting on, or after 10 May 2023.
- New Southern Cross Insurance details-- download from [here](#).
  - Introducing new benefits and making changes to existing benefits and limits
  - Shifting to 'per day' pricing (currently 'per month') and limiting coverage for up to 24 months

- Introducing an upper age limit, which means that students over the age of 55 at the start date of insurance will no longer be eligible to purchase a policy
- Introducing 'co-payment' where students co-pay 20% of specific claims costs
- Re-writing of the policy document in plain language so that it's simple and easy to understand for international students.

## 2. Change in NZLC Terms and Conditions and 2023 Fees

NZLC has decided to introduce a **“Homestay duration/period change fee of \$100”** from 1 July 2023 for all students. We strongly suggest students plan their homestay duration/period carefully at the time of enrolment if they want to avoid being charged (including students that have already sent us an enrolment form).

The Homestay duration/period change fee applies in the following situations:

- Applies to any changes on start/finish date/s or duration by 8 days or more after homestay confirmation letter released.
- Applies to a shortening of homestay with 2 or more weeks' notice
- Applies to an extension of homestay with the same family (with a different family a full placement fee applies)

We have also updated our “Cancellation, Withdrawal, Changes and Refund/Penalty Policies and Procedures” for our Homestay Services and this new policy takes effect immediately. To check the new policies and procedure, please click [here](#) (changes are under “Homestay Arrangement Fee” and “Homestay Fee”). Also **“Circumstantial Policies for homestay”** has been added for clarification.

Please note there are a few other changes as below:

| Policy                                      | Section                             | Change  |
|---|-------------------------------------|---|
| Circumstantial Policies and Additional Fees | Credit Note                         | \$100 Credit note issuing fee is added          |
| Services                                    | Designated Caregiver Assessment fee | Applies to all students who request the service |

Please make sure to update all these changes with your students who have already signed our old Terms and Conditions.

### 3. 2024 Homestay Arrangement Fee and Homestay Fee

Please update these new rates in your quotation system for students starting/staying in homestay in 2024.

|                                      |  |  |
|--------------------------------------|--|--|
| <b>2024 Homestay Arrangement Fee</b> | \$375 (Single) / \$345 (Twin/Double)   |  |
| <b>2024 Homestay Half Board</b>      | 18 years + : \$370/w (\$52.85/night)   | <ul style="list-style-type: none"><li>• Twin/Double share options are available for family and friends: \$15 off from original weekly rate</li><li>• \$30/w extra for Full Board option (Young Learners only).</li><li>• \$50/w extra for vegan, halal and lactose free option.</li><li>• Check-in/check-out: Weekend prior to course start date and weekend of course completion.</li></ul> |
|                                      | 14 – 17 years: \$380/w (\$54.28/night) |  |

Notes:

- The homestay placement fee applies for stays commencing in that particular year.
- The current year's weekly Homestay rates apply from 1 January of each year, for stays carrying over from the previous year and starting from or after 01 January.
- NZLC will send a revised invoice if the invoice was sent before the 2024 fees were announced.

### 4. 2024 Textbook Deposit Fee

Please update our textbook deposit fee in 2024 as \$100 for students starting in 2024. There will be no change in material fee in 2024.

|   |  |
|---|--|
| <b>2024 Textbook/Material Fee Policy 2024 for General English and IELTS</b> | <ul style="list-style-type: none"><li>• Full Time &amp; Part Time (10 hours and 12.5 hours): \$80 material fee + \$100 textbook deposit.</li><li>• Part Time General English (7.5 hours): \$30 material fee. No textbook deposit applies.</li><li>• Part Time IELTS (7.5 hours): \$30 material fee + \$100 textbook deposit.</li></ul> |
|---|--|

Note:

- The deposit will also be included in the offer letter.

- This deposit will be refunded on return of the textbook in an acceptable condition.
- NZLC will not send a revised invoice for those students whose course starts in 2023.
- NZLC will not send a revised invoice for those students whose course starts in 2024 and have already received invoices from NZLC.
- From 1 May 2023, NZLC will apply the new textbook deposit rate for any new enrolments starting in 2024.

You can download the revised “NZLC 2023 Fees and Courses” and “NZLC 2024 Homestay and Textbook Fees” from [here](#) and revised enrolment form with new terms and conditions from [here](#).

We are aiming to release our “NZLC 2024 Fees & Courses” and our “NZLC 2024 Course Calendar” in July 2023.

Once again, this is really important information, so if you have any questions please feel free to contact us anytime.

Thank you very much for your ongoing support!

Kind regards