

Terms & Conditions

Study Lites

1. Acceptance of the Terms

These Terms and Conditions govern the contracting of services offered by **Study Lites** through the website www.studylites.au, digital forms, and official communication channels.

By contracting any service provided by Study Lites, the student declares that they have read, understood, and fully accepted these Terms and Conditions.

2. Nature of the Service

Study Lites acts as an **educational consultancy and administrative agency**, providing students with:

- Personalised academic guidance.
- Advice on the selection of courses and educational institutions.
- Management of enrolment processes with national and international institutions.
- Administrative assistance and migration guidance for educational purposes.

Study Lites **is not an educational institution nor a migration authority** and does not guarantee academic outcomes, admission decisions, or visa approvals.

3. Reservation and Enrolment Process

A reservation is considered initiated when the student:

- Confirms in writing their intention to proceed, and
- Accepts these Terms and Conditions, and
- Makes the corresponding payment (registration fee, deposit, or advance payment).

Enrolment is considered confirmed once the educational institution has accepted the student and the required payments have been made in accordance with the agreed payment plan.

4. Included and Excluded Costs

4.1 Included Costs (according to the contracted program)

Terms & Conditions

- Personalised academic counselling.
- Administrative management of enrolment with the educational institution.
- Support and follow-up during the pre-departure process.

4.2 Excluded Costs

Unless expressly stated in writing, the following are **not included**:

- School registration or enrolment fees.
- Course materials.
- Airfares.
- Transfers.
- Medical or travel insurance (unless expressly contracted).
- Personal expenses.
- Optional activities.
- Government or consular fees (including visa fees).

5. Payments and Payment Methods

Payments must be made in accordance with the instructions provided by Study Lites or directly to the educational institution, as applicable.

Any bank charges, currency exchange fees, or payment platform commissions are the **sole responsibility of the student**.

6. Visa Policy (Important Clause)

The student acknowledges and agrees that:

- The **final decision regarding the approval or refusal of a visa rests exclusively with the relevant migration authority**.
- Study Lites **does not guarantee** the granting of any visa.

! Visa Refusal

In the event that a visa is **refused by the migration authority**, the student expressly agrees that:

1. **Study Lites will retain a fixed amount of AUD 200** as a non-refundable fee for:
 - Administrative processing
 - Advisory services
 - Professional time and services already rendered

Terms & Conditions

2. Additionally, the following amounts shall be **non-refundable**:
 - Any administrative fees, penalties, or charges retained by the **educational institution** in accordance with its own policies.
 - Any costs already paid to third parties (schools, insurers, platforms, courier services, etc.).

This retention applies **regardless of the reason for the visa refusal**.

7. Cancellations and Changes

Cancellations or changes requested by the student will be subject to:

- The policies of the educational institution.
- The timing of the cancellation request.
- Administrative costs already incurred.

Study Lites will inform the student of the applicable conditions prior to processing any cancellation or modification.

8. Health Insurance and Medical Requirements

The student is responsible for complying with the medical insurance requirements imposed by the educational institution or the destination country.

For courses in countries where insurance is mandatory (for example, Australia), the student must obtain the required coverage in accordance with applicable regulations.

9. Student Responsibilities

The student is responsible for:

- Providing accurate, complete, and up-to-date information.
- Complying with academic, migration, and attendance requirements.
- Abiding by the rules of the educational institution and the laws of the destination country.

Failure to comply may result in program cancellation without entitlement to a refund.

Terms & Conditions

10. Force Majeure

Study Lites shall not be liable for delays, cancellations, or failures to perform resulting from causes beyond its reasonable control, including but not limited to:

- Government actions
 - Regulatory changes
 - Pandemics or public health emergencies
 - Natural disasters
 - Civil unrest
 - Failures by third parties
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11. Use of Photographic Material and Testimonials

The student authorises Study Lites to use photographic, audiovisual material, or testimonials voluntarily provided for promotional purposes, unless expressly stated otherwise in writing.

12. Personal Data Protection

The processing of personal data shall be governed by the **Study Lites Privacy Notice**, available at www.studylites.au.

13. Governing Law and Jurisdiction

These Terms and Conditions shall be governed by and construed in accordance with **applicable laws**, and any dispute shall be submitted to the competent courts, unless otherwise required by law.

14. Final Acceptance

The contracting of Study Lites services, whether in person, digitally, or through payment, **constitutes full and unconditional acceptance** of these Terms and Conditions.