

Glenview Primary School

International Student Handbook Information Guide for Parents and Agents

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Welcome to Glenview Primary School

Nau mai, haere mai.

We warmly welcome international students and their families to Glenview Primary School. Our school embraces cultural diversity and is committed to nurturing confident, connected learners. This handbook will guide you through our international programme, policies, and enrolment procedures.

Our school is a signatory to the Education (Pastoral Care of International Students) Code of Practice 2021, administered by NZQA. We offer high-quality education and care for international students NZ primary aged in a safe and supportive learning environment.

Our school's vision, "Bettering our Best," is at the heart of everything we do and is supported by our core values of Honesty, Effort, Respect, and Engagement. These values shape what it means to be a Glenview student and guide how we learn, interact, and grow together as a school whānau.

Glenview Primary School welcomes enquiries from parents and education agents for short-term international students. If you would like to enrol your child at our school, please read through the material in this handbook and follow the application and enrolment procedures in this booklet.

We have a well-established pastoral care network designed to assist international students and their families and look forward to you joining our school and being part of our learning community.



About our school

School Type: Co-educational state primary school Year Levels: New Entrants to Year 6 (ages 5–11)

School Roll: 430 students

Values: Honesty, Effort, Engagement, Respect

Vision: Causing learning in a safe and happy environment

School Roll

Our school has a roll of approximately 430 students in 19 classroom teachers, who are supported by the principals, and the senior leadership team, learning support staff and administrative staff.

Classes are organised into four learning teams:

Year 0 & 1 Team

Year 2 Team

Year 3 & 4 Team

Year 5 & 6 Team

School Motto

Causing learning in a safe and happy environment

School Vision



Location & Community

Glenview Primary School is located in southern Hamilton, close to Lake Rotoroa and the Waikato Hospital. It is a family-friendly suburb with parks, libraries, and easy access to public transport. Auckland Airport is approximately 90 minutes away.

Curriculum

We follow the New Zealand Curriculum and offer:

- English Reading, Writing, Oral Language
- Mathematics & Statistics
- Inquiry-based Learning (Science, Social Sciences, Technology)
- Te Reo Māori and cultural studies
- The Arts (Visual, Music, Drama, Dance)
- Health and Physical Education
- Digital Technologies

Students are supported by teacher aides as needed.

Opportunities for Students

Our school offers a wide range of opportunities for those who attend. These activities are run by our staff before, during and after school.

- Kapa Haka
- Cultural Celebrations
- 3D Printing
- Sports Basketball, Swimming, Biking, Golf, 8 Ball, Hockey and many more.
- Student Leadership Opportunities
- Art Groups
- Dance groups
- Rock Band groups



Staff and Leadership



Carl Allan
Principal
Emergency Contact:
027 257 7703



Corey Redwood

Assistant Principal & International

Student Coordinator

coreyr@glenview.school.nz

Emergency Contact: 027 305 4951

The full staff list is available on our website https://www.glenview.school.nz/our-team

Term Dates and Daily Schedule (2025)

Term Dates

Term 1: 3 Feb – 11 Apr Term 2: 28 Apr – 27 Jun Term 3: 14 Jul – 19 Sep Term 4: 6 Oct – 16 Dec

School Hours

• Start: 8:55am

• Morning Tea: 10:45-11:15am

• Lunch: 12:50-1:40pm

• Finish: 3:00pm





Application Process

- 1.Complete the application and provide passport, visa, immunisation records, and latest school report.
- 2. Pay required tuition and administration fees.
- 3. Glenview confirms placement and issues an Offer of Place.
- 4. Arrange appropriate medical/travel insurance and homestay (if applicable).
- 5. Begin orientation at Glenview.

Fees and Refunds

(Indicative Only – Confirm with Office)

- Admin Fee: NZD \$500 (non-refundable)
- Tuition Fee: NZD \$550
- Insurance: Arranged through agent
- Homestay: Arranged through agent
- Refunds: As per Code of Practice and individual enrolment contracts.















Code of Conduct and Policies

We expect all students to:

- Respect others and school property
- Follow Glenview's values and rules
- Attend school regularly
- Participate positively in learning

Attendance: Parents must notify of absences. Irregular attendance may lead to a review of the enrollment.

Complaints: Raise issues first with classroom teachers, then senior leaders or the International Student Coordinator. Further support is available through NZQA.

Summary of Code of Practice

The Code ensures that international students are:

- Well informed
- Properly supported
- Kept safe
- Offered fair complaint procedures

A full version of the Code is available at NZQA Code of Practice.

Orientation Process

New families and students will have an orientation in the morning of arrival to school. This will be hosted by the international coordinator.

- Glenview School Handbook
- School policies
- Safety Procedures
- Contact of coordinator





DISCIPLINARY POLICY FOR INTERNATIONAL STUDENTS

(International Student Application Form and Contract of Enrolment - Schedule 2)

1. The following is the School's current disciplinary policy for dealing with breaches of the Agreement. This is not intended to restrict the School's general power of discipline and this policy may be changed from time to time at the discretion of the School.

Overview

- 2. Except in serious situations where immediate termination of the Agreement is necessary, or where the breach does not call for any formal response other than a warning, the School will try, where appropriate, to follow a two-stage disciplinary process.
- 3. In Stage One, the School will investigate and decide the facts, and will reach a conclusion on what happened and whether it amounts to a breach of the Agreement.
- 4. In Stage Two, if the School has decided that a breach has occurred, the School will consider the appropriate response to that breach, up to and including termination of the Agreement.
- 5. The Student and the Parents will have an opportunity to provide a response to the alleged breach that the School is investigating (the Allegation) and any proposed disciplinary action that the School is considering taking (the Proposed Action).
- 6. This policy does not limit the School's power to take appropriate disciplinary action urgently and without following this process if this is necessary having regard to the seriousness of the breach.
- 7. This policy also does not limit the School's power to suspend the student for the duration of the disciplinary process where suspension is considered necessary for the safety or education of any person.

General Policy

- 8. When the School is conducting a disciplinary process involving the Student it will aim to provide the Student with the following:
- (a) a written summary of the Allegation or the Proposed Action;
- (b) an opportunity to respond to the Allegation or the Proposed Action, either in person or in writing or both, at the choice of the Student;
- (c) an opportunity to consider the Allegation or the Proposed Action for a reasonable period of time (keeping in mind the seriousness of the Allegation or the Proposed Action) before giving a response;
- (d) an opportunity to contact their Parent before giving a response, unless the delay caused by contacting that person is unreasonable keeping in mind the seriousness of the Allegation or Proposed Action;
- (e) an opportunity to have an independent support person of their choice present at any meeting relating to the disciplinary process;
- (f) an opportunity to meet with that support person in private at any stage during the disciplinary process;
- (g) an opportunity to have a translator present (or otherwise enable the student to participate in the process in their own language) during any meeting or process if the School or the Student considers that a language barrier means that a translator is required; and
- (h) a copy of this policy setting out the rights which the Student has when engaging in the disciplinary process.

<u>Disciplinary Procedure</u> <u>Stage One: Incident Investigation</u>

- 9. When the School learns of any incident or any other thing that may be a breach of the Agreement or might otherwise require a disciplinary response, the School will notify the Student of the Allegation and will provide the Student with an opportunity to give a response.
- 10. Where appropriate, keeping in mind the seriousness of the Allegation, the Student will have the opportunity to respond either in person or in writing or both, at the choice of the Student. The School will receive this response and give it genuine consideration before making a decision about the Allegation.
- 11. When the School makes a decision about the Allegation it will inform the Student and parent, in writing if possible, about its conclusion as to what happened and whether it amounts to a breach of the Agreement.

Stage Two: Outcome Discussion

- 12. If the School determines that a breach of the Agreement has occurred, it will inform the Student and parent of the possible disciplinary actions that it will consider taking in response to the breach and will provide the Student and parents with an opportunity to give a response.
- 13. Where appropriate, keeping in mind the seriousness of the breach, the Student and parent will have the opportunity to respond either in person or in writing or both, at the choice of the Student. The School will receive this response and give it genuine consideration before deciding the disciplinary action to be taken.
- 14. When the School decides the disciplinary action that it will take in response to the breach, it will inform the Student and parents of its decision, in writing if possible. The disciplinary action will not take effect, and no actions will be taken to put it into place, until the Student and parents have been informed of the decision.

INTERNATIONAL STUDENT FEES REFUND POLICY

(International Student Application Form and Contract of Enrolment - Schedule 3)

Requests for a refund of international student fees

- 1. The School will consider all requests for a refund of international student fees. Requests should be made in writing to the School as soon as possible after the circumstances leading to a request. All refunds will be settled under the terms of this policy unless otherwise agreed by the School.
- 2. A request for a refund should provide the following information to the School:
- a. The name of the Student;
- b. The circumstances of the request;
- c. The amount of refund requested;
- d. The name of the person requesting the refund;
- e. The name of the person who paid the fees;
- f. The bank account details to receive any eligible refund, including bank address and swift code where relevant; and
- g. any relevant supporting documentation such as receipts or invoices.

Non-Refundable Fees

3. The School is unable to refund some fees. The following fees relate to expenses that the School may have paid or will incur as a result of receiving an application for enrolment and cannot be refunded:

- a. **Administration Fee:** Administration fees meet the cost of processing an international student application. Administration fees exist whether an application is accepted or not or whether a Student remains enrolled after an application is accepted.
- **b. Insurance:** Once insurance is purchased, the School is unable to refund insurance premiums paid on behalf of a Student. Students and Parents may apply directly to an insurance company for a refund of premiums paid.
- c. Portion of Unused Tuition Fees: The school may retain a portion of unused tuition fees. Amounts retained will relate to costs that have been incurred or committed by the school and may vary.

Requests for a refund for failure to obtain a study visa

4. If the Student fails to obtain an appropriate visa, a refund of international student tuition fees will be provided less any non-refundable fees as set out in this policy. Evidence must be provided to the School of Immigration New Zealand declining to grant a visa.

Requests for a refund for withdrawal from enrolment of one term or less:

- 5. Where a Student is enrolled for one term or less and withdraws early, either before or after the start date of enrolment, other than where they have failed to obtain an appropriate visa and have provided evidence of this, there will be no refund of tuition fees or other relevant non-refundable fees.
- 6. Where the School terminates the enrolment of a Student enrolled for one term or less, there will be no refund of tuition fees, or other relevant non-refundable fees. Requests for a refund for voluntary withdrawal from enrolment of more than one term:
- 7. If the Student voluntarily withdraws 21 days or more before the start date of enrolment, a refund will be provided less any non-refundable fees as outlined in this policy. The 21 days will be counted from the day after the School receives written notice of the Student's intention to withdraw from enrolment.
- 8. If the Student voluntarily withdraws less than 21 days before the start date of enrolment, other than where they have failed to obtain an appropriate visa and have provided evidence of this, a refund will be provided less a minimum of 10 weeks' tuition fees and any other relevant non-refundable fees as outlined in this policy. The 21 days will be counted from the day after the School receives written notice of the Student's intention to withdraw from enrolment.
- 9. If a Student voluntarily withdraws after enrolment has commenced, a minimum of 10 tuition weeks' notice is required. The notice period will begin the day after the School receives written notice of the Student's intention to withdraw from enrolment and the student may continue to attend school during the notice period.

Requests for a refund where the School fails to provide a course, ceases as a signatory, or ceases to be a provider:

- 10. If the School fails to provide the agreed course of education or is no longer a signatory to the Code or no longer operates as an international education provider, the School will negotiate with the Student or their Parent to either:
- a. Refund the unused portion of international student tuition fees or other fees paid for services not delivered, or
- b. Transfer the amount of any eligible refund to another provider, or
- c. Make other arrangements agreed to by the Student or the Parent and the School.
- 11. For the avoidance of doubt, this clause does not apply where the format of the education provided by the School changes (for example delivery by remote learning), but where the School continues to offer education for international students.

Other circumstances where a refund request may be considered

Where a student's enrolment is ended by the school

- 12. In the event a Student's enrolment is ended by the School for a breach of the contract of enrolment or as a consequence of a Welfare Issue, the School will consider a request for a refund less:
- a. Any non-refundable fees set out in this policy;
- b. A minimum of ten weeks tuition fees from the date of termination; and
- c. Any other reasonable costs that the School has incurred in ending the Student's enrolment

Where a student changes to a domestic student during the period of enrolment

13. If a Student changes to a domestic student after enrolment has commenced, a minimum of 10 tuition weeks' notice is required. The notice period will begin the day after the School receives written notice that the Student has obtained a visa permitting them to change to domestic-student status.

Where a student voluntarily requests to transfer to another signatory after the start of enrolment.

14. If a Student requests to transfer to another signatory after the commencement of their enrolment, a minimum of 10 tuition weeks of prior notice is required. The notice period will begin the day after the School receives written notice that the Student requests to transfer to another signatory.

Refund of other fees

Requests for a refund of fees unused at the end of enrolment

16. Except by written request from parents, prepaid fees unused at the end of enrolment will be refunded into a nominated bank account. Outstanding activity fees or other fees

17. Any activity or other fees incurred by the Student during enrolment and owed to the School at the time of withdrawal, will be deducted from any eligible refund.

Refunds to be made to the country of receipt

18. Unless otherwise agreed in writing, all eligible refunds of fees of NZD\$1,000 or more received from outside of New Zealand will be refunded to a nominated bank account in the source country.

Rights of families after a decision regarding a refund has been made

- 19. A decision by the School relating to a request for a refund of fees will be provided to the Student or Parent in writing and will set out the following information:
- a. Factors considered when making the refund decision
- b. The total amount to be refunded
- c. Details of non-refundable fees

21. In the event the Student or the Parent is dissatisfied with a refund decision made by the School or is dissatisfied with the process the School followed when making the refund decision, they have the right to have the refund decision reviewed by the International Student Disputes Resolution Scheme or to make a complaint to the Code Administrator.

INSURANCE

Accident Insurance - Enrolment (Catherine)

The Accident Compensation Corporation (ACC) provides accident insurance for all New Zealand citizens, residents and temporary visitors to New Zealand but you may still be liable for all other medical and related costs. Further information is available on the ACC website: https://www.acc.co.nz

Medical and Travel Insurance

International students (including groups) must have appropriate and current medical and travel insurance while studying in New Zealand and provide evidence of this (in English). You can arrange insurance through one of the following companies:

Uni-Care: https://www.uni-care.org/Policy/NzStudentPlan (preferred provider)

StudentsafeNZ: https://www.insurancesafenz.com/studentsafe

Orbit Protect: https://orbitprotect.com/en_NZ/insurance-products/international-

studentinsurance/summary/

Southern Cross: https://www.scti.co.nz/our-policies/international-

student/insurance/

NOTE: Medical and travel insurance must cover the period from when students first leave their home country to when they return, not just the time that they will be studying in New Zealand.

SECTION 2: APPLICATION AND ENROLMENT PROCEDURES

Code of Practice

Glenview School is a signatory to the Education (Pastoral Care of International Students) Code of Practice 2021, which is administered by the New Zealand Qualifications Authority (NZQA). Before making an application for enrolment at Glenview School, the person enrolling an international student must have read and understood the Code of Practice: https://www.nzqa.govt.nz/providers-partners/education-code-of-practice/

Enrolment Procedures

Glenview School welcomes applications for short-term international students. The minimum period of enrolment is two weeks. Where possible, applications must be made at least two months in advance of enrolment.

The following forms are available to download from our school website: https://www.glenview.school.nz/

- Glenview International Learner Handbook
- Glenview International Student Application Form and Contract of Enrolment
- Glenview School Designated Caregiver Agreement (for placement with a designated caregiver)

You must provide a copy of the student's passport in order to verify their date of birth (DOB) for classroom placement, along with their most recent school report. If places are available, enrolment at Glenview School will be subject to payment of tuition fees and a receipt will be issued.

Prior to arrival at Glenview School, we will also need to receive copies of the following documents:

- Student visa or visitor visa
- Travel and medical insurance policy (in English)
- Immunisation record

NOTE: If the relevant school documentation is not completed in a truthful and accurate manner, the enrolment may not be accepted or may be terminated at a later date.

School provides a range of programmes for international students:

- Orientation and reception programmes
- Full integration in mainstream classroom programmes
- Withdrawal programmes that introduce students to New Zealand culture and introductory English (facilitated by our ESOL teacher, Linnet Hatton)

Orientation Programme

Coming to another country is a major life experience – getting used to a new environment, different foods, New Zealand culture, accommodation, the weather, and Kiwi accents. The aim of our school orientation programme is to introduce our international students to their new learning environment and provide them with positive experiences of our school culture. Some of our students will act as buddies to help ensure our international students feel welcome and supported in their new school. They will help the student to learn about school routines (bell times, assemblies, school activities) and what to do at playtime and lunchtime. Buddies play a key role in helping international students to practise and develop their English language skills.

Integration in Mainstream Classroom Programmes

International students will spend most of their time in mainstream classrooms. Students will participate in lessons across all learning areas of the New Zealand Curriculum, using their English language in reading, writing, speaking and listening activities.

Glenview School Immigration Requirements

International students must hold an appropriate Visa to study at a school in New Zealand. Full details of immigration requirements are available on the Immigration New Zealand website: https://www.immigration.govt.nz International students must:

- be offered a place in a school before applying for a Student Visa
- be enrolled at a school that is a signatory to the Education (Pastoral Care of International Students) Code of Practice 2021
- pay international student fees.

International students who hold a Visitor Visa must:

- be enrolled at a school that is a signatory to the Education (Pastoral Care of International Students) Code of Practice 2021
- not be enrolled for more than one single three-month period of study
- pay international student fees.

NOTE: Students cannot take up an Offer of Place if they do not hold a current Visa to stay in New Zealand.

GLENVIEW SCHOOL COMPLAINTS AND GRIEVANCES PROCESS

Schools that are signatories to the Code of Practice must have a process in place for dealing with complaints from international students.

What to do if you have a problem:

If you have a complaint or wish to discuss a problem, please see your child's classroom teacher in the first instance. If you are not confident with your English language ability, you may bring a friend with you for support.

Problems with friends or other students:

• Make an appointment to talk to the classroom teacher. If this doesn't resolve the problem, then see the Assistant Principal with responsibility for international students (Corey Redwood).

Problems with subjects or teachers:

• Talk to the Assistant Principal with responsibility for international students (Corey Redwood).

Further actions:

If you feel that your concerns have not been resolved by the school, you can make a complaint to NZQA (freephone 0800 697 296). You can also submit a query about your complaint through the NZQA website: gadrisk@nzqa.govt.nz

NZQA will make an independent assessment of your complaint and then:

- investigate your complaint, or
- refer your complaint to someone else who can better help you, or
- advise you about any other options. Further information about making a complaint is available on the NZQA website:

https://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/int-students-make-acomplaint-updated.pdf

Or, if your complaint is about money you have paid, or your enrolment contract with the school, you can contact iStudent Complaints, the dispute resolution scheme operator: https://www.istudent.org.nz

iStudent Complaints is an independent service with experience in helping people to resolve disputes (freephone 0800 00 66 75).

<u>Summary of the Code of Practice for the Pastoral</u> <u>Care of International Students</u>

What is the Code?

New Zealand education providers have an important role in ensuring the well-being of their international students. The Code sets out the minimum standards of advice and care that are expected of education providers for international students. This ensures students coming from other countries to study in New Zealand are well informed, safe, and properly cared for.

New Zealand defines international students as those that are not domestic students. There is further information about this on the New Zealand Ministry of Education website: www.education.govt.nz

The New Zealand Qualifications Authority (NZQA) is the administrator of the Code on behalf of the New Zealand Government.

Who does the Code apply to?

All education providers in New Zealand who enrol international students must be a signatory to the Code and adhere to its requirements.

A list of education providers that have signed up to the Code is available on the NZQA website: www.nzqa.govt.nz

What can you expect of an education provider?

Students and their families can expect education providers to:

- provide clear, sufficient and accurate information so you can make informed choices about your education
- give you clear, understandable information on your legal obligations and rights, including refund policies, and termination of your enrolment under any contracts you enter into with the provider
- check that you have the prescribed insurance cover
- provide a safe and supportive environment for study
- as far as practicable, ensure you live in accommodation that is safe and appropriate
- provide you with a comprehensive orientation programme to support you in your study and outline your obligations
- monitor their agents to ensure they provide you with reliable information and advice about studying, working and living in New Zealand
- ensure that the educational instruction on offer is appropriate for your expectations, English language proficiency, and academic capability
- have proper policy and processes in place to safeguard students' fees paid and be able to provide an appropriate refund if you withdraw or your course closes
- ensure you have access to proper and fair procedures for dealing with grievances (concerns or complaints).

How can I get a copy of the Code?

You are encouraged to read the Code, which is available on the NZQA website in several languages. If you have further questions about the Code you can email: code.enquiries@nzqa.govt.nz

What if something goes wrong?

If you have concerns about how your education provider or an agent is treating you, you should first contact your provider and follow their grievance procedure. Education providers must have an internal grievance procedure to listen to and deal with any concerns or complaints to ensure a fair result. They will have designated a person who you can talk to and who will advise you on how to address your concerns or complaints. This may be the principal or the international student coordinator/director.

If the provider's grievance process does not address your concerns or complaints, you can contact:

- NZQA (for concerns and complaints about a provider breaching the Code) or
- iStudent Complaints (for concerns and complaints about money or contracts)

Is your complaint about a provider breaching the Code?

As the Code administrator NZQA has the legal authority to investigate potential breaches of the Code. It has a process for finding out if the concern or complaint is valid and if a provider has breached the Code. This includes getting information from both the student who has raised the concern or complaint and the education provider.

For information about how to make a complaint, see the NZQA website: http://www.nzqa.govt.nz/about- us/make-a-complaint/make-a-complaint-about-a-provider/

Is your complaint about money or contracts?

iStudent Complaints is an independent service provided by the New Zealand government that can help you resolve concerns and complaints that are about money or contracts with an education provider. The service is free.

You can contact iStudent Complaints in several ways:

P.O. Box 2272 Wellington 6014 New Zealand

International phone number: +64 4 918 4975

Freephone (within New Zealand): 0800 00 66 75 Email: complaints@istudent.org.nz

Website: www.istudent.org.nz

On social media: Facebook: www.facebook.com/istudent.complaints WeChat (search for 'NZ iStudent Complaints ') Chinese language only

SCHOOL CURRICULUM

Our Strategic Plan provides a clear focus to prepare learners to adapt to an everchanging world and to meet and understand the needs of emerging adolescent learners in a happy and safe environment.

This will be enacted throughout our BOB HERE values and diverse curriculum. Through a range of assessment practices, we gather information that is sufficiently comprehensive to enable the progress and achievement of students to be evaluated.

We will identify students and groups of students, and tailor the curriculum delivery to enhance their learning needs.

Classroom Programmes

Glenview School offers learning programmes in all areas of the New Zealand Curriculum. These include:

- English (Speaking, Reading, Writing)
- The Arts
- Health & Physical Education
- Mathematics & Statistics
- Learning Languages
- Science
- Social Sciences
- Technology •
- Te Reo Magori

Further details about the New Zealand Curriculum can be found on the Ministry of Education website: http://nzcurriculum.tki.org.nz/The-New-Zealand-Curriculum







DESTINATION HAMILTON

Hamilton is the fourth largest city in New Zealand and the heart of the Waikato region. Located on the banks of the Waikato River, it is known for its friendly community, vibrant city centre, and strong focus on education and innovation. The city is home to the University of Waikato and Wintec, as well as numerous research institutions. Hamilton offers a balance of urban convenience and natural beauty, with the award-winning Hamilton Gardens, picturesque river walks, and extensive parks and reserves. The city boasts a lively café and restaurant scene, modern shopping centres, and a growing arts and entertainment culture. Its central location makes it an ideal base for exploring nearby attractions such as Raglan Beach, Hobbiton in Matamata, Waitomo Caves, Rotorua and Taupō—all within a short drive.

Further information:

International Airport is two hours away by road transport. Rental cars are available to hire at the airport and there are regular bus and shuttle services between Auckland and Hamilton.

Intercity buses: https://www.intercity.co.nz
Supershuttle: https://www.supershuttle.co.nz
Aerolink shuttles: https://www.aerolink.nz

Jayride: http://nz.jayride.com/

Accommodation international students or families can make their own private arrangements. There are a number of options for short-term rental accommodation:

Airbnb: https://www.airbnb.co.nz/s/

Bookabach:<u>https://www.bookabach.co.nz/</u>

Holiday houses: https://www.holidayhouses.co.nz/new/search/Waikato/



















Please email office@glenview.school.nz for more information about international enrolments.