

**Policy****Program Refunds**

The purpose of this policy is to give clear guidelines to the staff, volunteers and users of Yarrunga Community Centre in relation to the terms and conditions of our program refunds.

**BROAD GUIDELINES****CENTRE CANCELLATIONS:**

If the Centre cancels, or amends (changes the date, time or venue) of any activity, we will endeavour to contact each participant to advise them of the change as soon as possible.

If the Centre cancels an activity for any reason, we will refund the participant in full.

If the Centre cancels an activity after it has commenced, we will refund the participant pro-rata for the tuition fee and the unused portion of any materials.

**PARTICIPANT CANCELLATIONS:**

Prior to enrolling or registering for an activity co-ordinated by Yarrunga Community Centre, participants must carefully check all dates, times, venues, prerequisites, student requirements/materials and other course details.

Participants wishing to withdraw from an activity must notify the Centre as soon as possible, this will enable anyone on a waiting list to be contacted.

Withdrawals received 6 working days prior to the activity's commencement will be entitled to a full refund of their fees minus an administration/processing fee of \$10.00.

Withdrawals received fewer than 6 working days prior to the activity's commencement will not be entitled to any refund.

Cancelled for medical reasons:

Requests for refunds must be submitted within six months of the date on the receipt. A refund request must include the receipt (showing the participant's name, activity details and full payment) as well as a medical certificate or other form of written proof from a medical practitioner showing that they were unfit to attend the activity. Refunds on the grounds of acting as carer for an ill family member may be considered by the Manager.

Yarrunga will refund the participant pro-rata for the tuition fee and the unused portion of any materials (if useable) minus an administration/processing fee of \$10.00.

**PAYMENT METHOD:**

Payment will be forwarded to the participant (or person/organisation whose name is detailed on the receipt) by credit note or cheque within two weeks. A credit note will be issued instead of a cheque where the participant indicates that they will be using Yarrunga's services again within the next six months.

Passed by Yarrunga Community Centre's Committee of Management / /

Chairperson ..... Policy to be reviewed on / /