



*Mitcham Community House*

## Refunds Policy

### Where a session is cancelled by Mitcham Community House:

- If a **class, activity or workshop is cancelled** due to insufficient numbers a full refund will be given.
- A **replacement session** may be offered, but if a participant is unable to attend, a refund for that session will be issued.
- If **no replacement session** is possible, a participant may receive either a refund for the cancelled session or a credit towards the next term's fees.

### Where a participant cancels her/his enrolment:

- **All refunds incur an administrative fee** – this fee will be 10% of the cost of the class
- **Up to a week prior to the commencement** of the class a refund will be issued, less the administrative fee
- **Refunds requested less than a week before a class commences or once a class commences** will only be given because of illness or injury. Refunds only apply from the date we are notified and a medical certificate must be provided.
- Refunds **will not be given** for the same illness/injury/condition in successive terms.
- **Fees cannot be transferred from one term to another**, in lieu of a refund.
- Once a refund is approved the participant's place in the class is cancelled.
- Decisions regarding refunds may be appealed through the **Complaint Handling Policy**.