



Refunds Policy

Where a session is cancelled by Mitcham Community House:

- **If a class, activity or workshop is cancelled a replacement class will be arranged or a full refund will be given.**

Where a participant cancels her/his enrolment:

- **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.**
- **All refunds incur a \$10 administrative fee**
- **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.**