

# Hawthorn Community House Inc Refund Policy

## ***Purpose***

The purpose of this policy is to ensure that:

- Users of Hawthorn Community House Inc. (“HCH”) are made aware, in advance, of the consequences of cancelling a course, program or room booking, or requesting a transfer of a course;
- A fair system is applied to all users of HCH; and
- HCH is better able to manage its costs and revenue effectively and with certainty.

## ***Refund & Transfers***

HCH will give a full refund for any courses or programs it cancels.

Transfers and refunds cannot be made once a course or program has commenced.

Transfers and refunds will only be considered 7 days prior to the commencement of the course or program and will be subject to an administration/cancellation fee. The fee schedule is as follows:

- For all “Fee For Service” program or courses, a 25% Cancellation Fee applies.
- For the Childcare program, a Cancellation Fee of \$50 per child applies.
- For Community Access/Venue Bookings, a Cancellation Fee of \$50 applies.
- For ACFE - funded courses: Refer to the *Acfe-Funded Programs Fees and Charges Policy 2005*