

BALWYN

COMMUNITY CENTRE

Fees, Refunds and Missed classes Policy

Abridged version

Introduction

Balwyn Community Centre provides high quality courses and workshops for adults and children. We endeavour to create an environment that is safe, inclusive, conducive to learning and free from harassment and bullying.

All classes and activities at the Centre require a minimum number of enrolments to ensure adequate financial coverage for the tutor/facilitator and material, including overheads, associated with running the class. The minimum number is set at the total discretion of Centre management.

As we make decisions regarding classes based on these and other factors, we are unable to offer credits or refunds for classes missed. The decision as to whether a class is run is the Centre managements to make.

Scope

This policy applies to all members, class and activity participants of Balwyn Community Centre.

Fees

- Fees are due at the time of booking a class or activity.
- Students are required to pay for the whole term or the remainder of the term if they commence after the starting date. A place in a class cannot be held without the correct payment.
- Places in classes are held for existing students up until the end of the advertised priority booking period, after which time unconfirmed places will be released to the waiting list and general enquirers.
- Deposits are not accepted for enrolment into classes. Depending on the demand for enrolment in a course, places may be held for an agreed period on the understanding that there is a payment deadline that must be met before commencing a class or activity.
- If students are to be absent during the term they can elect to pay for the term and attend the classes that they are able. Alternatively, they can choose not to pay for the term and take their

chances that a place will be available for them when they wish to resume the class. Students who are to be absent can also chose to pay for the term to ensure that they retain their place in the class.

- Class fees cannot be transferred to payment for the following term but may be transferred to another class in the same payment period or term.

Refunds

- Balwyn Community Centre is unable to offer refunds or credits for missed classes except if the tutor/facilitator is unavailable to take the class.
- Full refund of fees will be given if the class is cancelled by the Centre.

For classes and activities:

- If a participant withdraws one week or more before commencement of their class, a full refund will be given.
- In the event of a student joining a class after the first week, the date of the commencement is the date that the class actually started not the date that the student joined the class.
- If a member withdraws from their class less than one week before commencement, an administration fee of \$20 will be charged.
- A refund of fees cannot be given once a class/activity has commenced.

For workshops:

- If a participant withdraws one week or more before commencement of their workshop, a full refund will be given.
- If a participant withdraws less than one week before commencement of their workshop, no refund will be given.

Payments

- Payment for a class can be made online via the website, by cheque, cash and by credit card (in person, by 'phone or direct debit).
- Tutors are not authorised to accept payments from students.
- All outstanding payments will be referred to the Treasurer of the Committee of Governance for action.

Approved by Committee of Governance: 16 February 2022

Scheduled review date: February 2024