

## **Fees, Refunds and Missed Classes Policy**

### **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.
- 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.
- 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 in certain circumstances.
- A student may not have a substitute student take their place in a class.

### **Refunds**

- Refunds for classes and workshops will only be given if the applicant provides written notice to Centre management that they wish to cancel their enrolment not less than seven days prior to the advertised start date of the class/workshop.
- If a student withdraws less than one week before commencement of their class, no refund will be given.
- A refund of fees cannot be given once a class/activity has commenced.
- The 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.

### **Trialling classes**

- Classes that have not fulfilled their capacity limit may offer a single session place in the next class session to a new student to trial.
- If the student decides to continue with the class, they will need to pay for the trial session and all following sessions.
- If the student decides not to continue, they will not be changed for the trial session.
- Trials are not available for classes that don't have capacity to accept new students.
- Trials should be taken in the next available class, not booked several weeks in advance.