

## Refund Policy

### Fee for service course

Australian Croatian Community Services (ACCS) offers Croatian language classes for adults. Classes are offered in the Western and South Eastern suburbs of Melbourne. These classes are funded through student fees only and do not receive any government subsidy.

### Conditions of enrolment:

**Payment:** All fees are to be fully paid prior to the commencement of Week 1.

**Refunds:** No refunds will be issued **after** the commencement of a semester.

Students who withdraw **prior** to the commencement of the semester are entitled to a refund of the amount paid or a credit note for the amount paid.

Students are advised to take refunds as opposed to a credit note.

If a credit note is provided, it is only valid for the **following** semester. Once a credit note is issued, it cannot be exchanged for a refund.

No refunds will be issued for missed classes.

**Credits:** Credit notes can also be arranged for students who through extreme circumstances only, are forced to withdraw from classes in the first two (2) weeks of a semester. A student will need to provide this request in writing.

No credit notes will be issued after week two (2) of a semester.

No credit notes are issued for missed classes. Credit notes are not redeemable for cash.

Where a credit note has been issued and the student cannot continue with classes, the credit note will be forfeited.

Credit notes cannot continue to be transferred from semester to semester.

**Withdrawing:** Students withdrawing from class after the first two (2) weeks, cannot have any remaining weeks in lieu for the next semester.

Students who withdraw, for whatever reason, forfeit the remaining semester.

**Cancelled Classes:** ACCS reserves the right to cancel any class that does not reach the minimum number of enrolments.

In the event that a new course does not go ahead, a refund will be provided.

Cancelled classes throughout the course of a semester, will be made up in consultation with the teacher and students.

**Public Holidays:** Unless internally arranged otherwise, classes will not be held in the week of the following 2018 public holidays:

**2 April** (Easter)