



## 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 self funded and student fees contribute to all costs associated with running classes.

### **Conditions of enrolment:**

**Payment:** ALL fees are to be fully paid prior to or on enrolment night.

**Refunds:** **NO** refunds will be issued after the commencement of a semester. Students who withdraw **prior** to the commencement of the course are entitled to a refund of the amount paid or a credit note for the amount paid. The credit note is valid for the **FOLLOWING** semester only. Once a credit note is issued, it cannot be exchanged for a refund. **Students are advised to take refunds as opposed to a credit note and this will be explained in full at the time.** 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 three (3) weeks of a semester. They are to do this in writing. **NO** credit notes will be issued after this period. No credits 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 will be forfeited. Credits cannot continue to be transferred from semester to semester.

**Cancelled Classes:** ACCS reserves the right to cancel any class that does not reach the minimum number of enrolments. In the event of a class being cancelled, a refund or credit note will be issued.

**Public Holidays:** Unless internally arranged otherwise, classes will not be held on the following 2016 public holidays:

**28 March** (Easter)

**25 April** (Anzac Day)

**2 November** (Melbourne Cup Weekend).