

## 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, Geelong, and online via the Zoom platform. 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 a semester are entitled to a refund of the amount paid, less 10% administration fee, or a credit note for the amount paid.

**Credit Notes:** A credit note can be arranged for students who are forced to withdraw from classes in the first three (3) weeks of a semester. A request for a credit note must be in writing. Where a credit note has been issued, it is only valid for the following semester. A credit note cannot be exchanged for a refund.

**No** credit notes will be issued after week three (3) of a semester.

**No** credit notes will be issued for missed classes. Where a credit note has been issued and the student cannot continue with classes, the credit note will be forfeited.

**Cancelled Classes / Course Restructure:** ACCS reserves the right to restructure or cancel any class that does not reach the minimum number of enrolments. ACCS will endeavour to offer students an alternative class option. In the event that a new course does not go ahead, a full refund will be provided. Cancelled classes throughout the course of a semester, will be made up in consultation with the teacher and students.