

## 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, less 10% administration fee, or a credit note for the amount paid.

**Credits:** Credit notes can also be arranged for students who, are forced to withdraw from classes in the first two (2) weeks of a semester. The request will need to be in writing.

Where a credit note is issued, it is only valid for the **following** semester. Credit notes cannot be transferred from semester to semester. They cannot be exchanged for a refund.

**No** credit notes will be issued after week two (2) 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/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 and 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.