



## **Fee Collection & Refund Policy**

### **Fees**

If fees are being paid in cash, they must be received in full, on or before the first day of the holiday program.

If fees are being paid by bank transfer, they must be received in full, before the first day of the holiday program.

Part-payment options are available on agreement but must be settled prior to the first day of the holiday program.

### **Refunds**

Refunds will be given if the enrollment is cancelled 5 working days before the start date of the program, this is to allow time to call people on the waiting list.

No Refunds are given for absences from the program as in most cases the program is full and as a result often many enrolments are declined due to limited space.

Refunds will only be given during the program if the program is cancelled.

Once enrolments are accepted provision for staffing is made based on numbers expected to attend.

As well as this notice this policy is clearly explained in the parent information sheet and on the enrolment form.

### **Outstanding Debt**

Parents/Caregivers are solely responsible for all fees. In any case where a subsidy is granted and then subsequently declined, or part paid any balance is payable by the parent/caregiver.

For any outstanding debt, parents will be issued an invoice which is payable within 14 days.

Any outstanding debt may be referred to a collection agency and any additional collection costs will be added to the account. Such letter and action will be instigated by the Program Manager

An automatic payment agreement may be an option for payment of outstanding debt.