



CANCELLATION & REFUND POLICY

Purpose:

The purpose of this document is to identify circumstances under which a refund will be paid for a service provided by the Maldon Neighbourhood Centre.

Definitions:

Booking: A person is considered booked into an activity when they receive an email stating they are booked (or verbal confirmation in the case of no email address) and payment is made in full. In the case of education services an enrolment form must be completed and returned to the Maldon Neighbourhood Centre.

Scope:

This policy will cover all programs or services provided by the Maldon Neighbourhood Centre which involve a fee.

Responsible Parties:

Centre Coordinator

Program Coordinators (Market & Childcare)

Program Support Worker

Bus Booking Officer

Policy:

Education Services

If a scheduled course is cancelled by the Maldon Neighbourhood Centre, payment will be refunded in full.

Bookings which are cancelled less than one week prior to the commencement of a course or workshop, will not be eligible for a refund.

Bookings which are cancelled with between 1 week and 2 weeks notice prior to the commencement of a course or workshop, will be eligible for a 50% refund.

Bookings which are cancelled with more than 2 weeks notice prior to the commencement of a course or workshop, will be eligible for a full refund.

Occasional Childcare Fees

As outlined in the Maldon Neighbourhood Centre Occasional Childcare Fees Policy & Procedure

Policy Reference Number: POL2019004

Date of endorsement: 15/10/2019

Date last reviewed:

Date for next review:



Maldon Market stallholder fees

Fees will not be refunded unless a minimum of seven days notice is provided to the Market Co-ordinator if a market cannot be attended, or at the discretion of the Market Coordinator.

Bus Tours

If a scheduled bus tour is cancelled by the Maldon Neighbourhood Centre, payment will be refunded in full.

Bookings which are cancelled less than one week prior to the bus tour, will not be eligible for a refund unless there is a valid reason.

Bookings which are cancelled with between 1 week and 2 weeks notice prior to the bus tour, will be eligible for a 50% refund.

Bookings which are cancelled with more than 2 weeks notice prior to the bus tour, will be eligible for a full refund.

Bus Charter

Bookings which are cancelled less than one week prior to the charter, will not be eligible for a refund unless there is a valid reason.

Bookings which are cancelled with between 1 week and 2 weeks notice prior to the bus charter, will be eligible for a 50% refund.

Bookings which are cancelled with more than 2 weeks notice prior to the bus charter, will be eligible for a full refund.

Community Transport Service

Bookings are to be made the day prior to travel. There is no cancellation fee.

Venue Hire

Bookings which are cancelled less than one week prior to the venue hire, will not be eligible for a refund unless otherwise agreed.

Bookings which are cancelled with between 1 week and 2 weeks notice prior to the venue hire, will be eligible for a 50% refund.

Bookings which are cancelled with more than 2 weeks notice prior to the venue hire, will be eligible for a full refund.

Equipment Hire

Bookings which are cancelled with less than 2 weeks notice prior to the equipment hire, will be eligible for a 50% refund.

Bookings which are cancelled with more than 2 weeks notice prior to the equipment hire, will be eligible for a full refund.

	Less than 1 week notice	1 – 2 weeks notice	More than 2 weeks	Cancelled by MNC
Education Services	No refund	50% refund	Full refund	Full refund
Occasional Childcare Fees	Refund of gap – marked as absent	Full refund	Full refund	Full refund
Maldon Market stallholder fees	No refund	Full refund	Full refund	Full refund
Bus Tours	No refund	50% refund	Full refund	Full refund
Bus Charter	No refund	50% refund	Full refund	Full refund
Venue Hire	No refund	50% refund	Full refund	Full refund
Equipment Hire	50% refund	50% refund	Full refund	Full refund

The Cancellation and Refund Policy will be communicated to participants at the time of enquiry.