

## REFUND POLICY

---

<b>Policy Name:</b>	<b>Refund Policy</b>
<b>File Number:</b>	2 3 1 21
<b>Committee</b>	CEO
<b><u>Date Introduced / Updated:</u></b>	28 January 2011
<b>Service Review Date:</b>	2012
<b>Objective:</b>	To provide refund guidelines and conditions to Hunter Councils staff and customers purchasing services from Hunter Councils and its divisions.

### **POLICY AND OBJECTIVES STATEMENT**

This policy aims to provide guidance in relation to policies and procedures associated with customer request for the refunding of a payment made to Hunter Councils.

Specific objectives are as follows:-

- To ensure a consistent and equitable approach to the management of customers request for refund
- To assist staff and customers resolve issues associated with the refunding of payments.

### **SCOPE**

This policy covers all refund applications within Hunter Councils and its divisions.

### **ASSOCIATED POLICIES, PROCEDURES AND PROTOCOLS**

N/A

### **LEGISLATIVE FRAMEWORK**

- Fair Trading Act 1987

### PROVISIONS

#### General provisions applying to all Divisions of Hunter Councils:

1. In accordance with the NSW Department of Fair Trading, all refunds will be provided to the customer in the same form that the customer originally made the relevant payment to the organisation. (e.g. Direct Debit, Cheque, Credit Card or Cash)
2. Refunds will only be issued if applied for in writing or verbally asked and appropriately authorised member of staff of Hunter Councils (the Divisional Manager or Higher) has agreed to the payment being made.

Individual provisions also apply to refunds policy relating to some Divisions of Hunter Councils.

These Division-specific provisions are detailed below.

#### *Local Government Training Institute (LGTI) Cancellation Policy*

##### 1. Conditions of Refund

Full payment of training must be made before commencement of training, unless prior arrangements have been entered into with LGTI or unless the client has an account with Hunter Councils.

Cancellation charges are as follows:

- Cancellations made 48 – 96 hours prior to start time and date of course will incur 50% of course fees
- Cancellations made 0 – 48 hours prior to start time and date of course will incur 100% of course fees

These charges are subject to the following:

- Any cancellation or transfer must be done by email/fax to ensure there is a written record. LGTI will respond to your request for cancellation or transfer. If you do not get a response, please call LGTI.
- Non-attendance without notice will result in the full course fee being charged
- Occasionally it is necessary for courses to be cancelled, or rescheduled, due to low participant numbers. LGTI will send an email to advise you of the cancellation at least five working days notice prior to the course start date

##### 2. Special circumstances

- Special Circumstances means unusual or emergency situations that are totally beyond the control of the customer. The impact of these situations would be such that they would make it impossible for a customer to attend or participate in their intended course
- Customers who believe they may be eligible for a refund of their fees due to any of the special circumstances listed below, must provide written confirmation from an employer or medical practitioner or a justice of the peace, whose view may be taken

into account to establish these special circumstances. Applications for refunds which are submitted without supporting documentation will not be considered

Special circumstances may include but are not necessarily limited to:

- Medical reasons (certified by a medical practitioner) which are considered sufficiently serious as to prevent a customer from attending or participating in the course
- Family or personal reasons such as death of a close family member. Documentation such as funeral notices, memorial service documents would be required

It is understood that circumstances may arise requiring a registrant to cancel and/or reschedule their course registration.

### ***Hunter Councils Environment Division Cancellation Policy***

#### **Conditions of Refund**

- Full payment for training must be made before commencement of the training, unless prior arrangements have been entered into with the Environment Division
- Cancellation charges are as follows:
  - For courses which require a minimum number of participants to enable them to run (this will be specified when the course is advertised/promoted) – no refund will be given for cancellations. However – the environment Division will accept a “replacement” attendee
  - Cancellations made 0-48 hours prior to start time and date of course will incur 100% of course fees
  - Any cancellation of transfer must be made by email/fax to ensure there is a written record
  - Non Attendance without notice will result in the full course fee being charged
  - “Special Circumstances” mean unusual or emergency situations that are beyond the control of the customer. The Environment Division will consider a refund under these circumstances and require a written request from the customer in the first instance.

### ***Finance and Administration Division***

#### **Conditions of Refund**

- Refunds will only be issued if applied for in writing or verbally asked for and are mutually agreed by the customer and Hunter Councils.
- Refunds will be issued in the same form they were originally paid.

### ***Screen Hunter Central Coast***

#### **Conditions of Refund**

- Refunds will only be issued if filming is cancelled due to weather or unforeseen events

- Refunds are available on charges made for **Venue Hire only**.
- Refunds must be applied for directly to Screen Hunter Central Coast as soon as possible.

### *Regional Procurement*

#### **Conditions of Refund**

- A refund will normally only be given where the services (such as a miscalculated management fee/ tender files provided are incorrect, have been wrongly described or incorrectly information provided). A refund will not normally be given if the purchaser has simply changed their mind or have made a wrong decision
- If a purchaser believes they are entitled to a refund, they should send all the relevant details in a written request to Hunter Councils, Regional Procurement®- PO Box 3137 Thornton NSW 2322 or email [accounts@huntercouncils.com.au](mailto:accounts@huntercouncils.com.au)

Regional Procurement's Manager will review your request and you will be notified of the outcome

- In the event of a refund dispute Regional Procurement® will, in the first instance, be guided by the advice the NSW Office of Fair Trading.

**For more information about the NSW Office of Fair Trading visit**  
**<http://www.fairtrading.nsw.gov.au>**