



## **Refunds: Policy & Procedures**

*Endorsed by Executive Committee 23<sup>rd</sup> August 2024*

**General Policy:** Members who officially withdraw within the first two weeks of the course commencing may be offered a refund of the course fees. No refunds will be given after the second week of the course commencement date except in extenuating circumstances.

### **1. Refund Eligibility**

A member is eligible for a refund under the following criteria:

1.1 The member has accidentally created a duplicate order.

- The member is eligible for a full refund of the course fees.
- The membership fee can be included provided they have paid for this in another order.
- The refund may be offered as a bank transfer, direct card refund or a store credit coupon.

1.2 The course the member enrolled in has been cancelled.

- The member is eligible for a full refund of the course fees.
- If the member is not enrolled in any other courses, they may be offered a refund of the membership fee.
- The refund may be offered as a bank transfer, direct card refund or Store Credit Coupon.

1.3 The member has withdrawn from a course before the commencement of the course or within the first two weeks of the course starting.

- The member is eligible for a refund of the course fee/s less the value of the number of sessions attended.
- The refund will not include the Membership Fee. This is kept in place in lieu of the \$10 Administration Fee.
- The refund may be offered as a bank transfer, direct card refund (if paid via credit card online) or Store Credit Coupon.

1.4 A member with extenuating circumstances has withdrawn from a course after the first two weeks.

- The refund must be authorised by the duty coordinator.
  - The value of the refund is to be determined by the duty coordinator based on the attendance of the member.
  - The refund will not include the Membership Fee.
  - The refund will be offered as a store credit coupon only. \*
- \*In exceptional circumstances, where the member is unlikely to be able to enrol in any future courses, a coordinator may approve for them to receive a bank transfer or direct card refund in lieu of the store credit.

### **2 Processing refund applications:**

2.1 Course and membership refunds (when applied) are to be recorded on the member's order, citing the reason for the refund and how it was processed.

2.2 If a member with extenuating circumstances is withdrawing from a course after the initial two weeks, the refund must be authorised by a coordinator.

2.3 Bank transfers and direct card refunds are to be recorded on the appropriate Enrolment Refund Log in the Treasurer's refund file:

- Bank Transfer - The Treasurer will note when the transfer has been processed.
- Card Refund – yellow form.

2.4 If the member has resigned from membership their details must be recorded in SharePoint > Membership History.

### **3. Processing Refund Payments**

Refunds may be processed via bank transfer, direct card refund or store credit coupon:

#### **3.1 Bank Transfer:**

- The member is eligible to opt for a bank transfer as per points 1.1, 1.2, 1.3 or 1.4 in extenuating circumstances.
- The refund must be applied for in writing via the Enrolment Refund Form.
- The form must be processed and endorsed by a member of the enrolment team before it is handed to the Treasurer.
- The refund is to be recorded on the 'Enrolment Refund Log: Bank Transfers' form which is kept in the Treasurer's Refund file.

#### **3.2 Direct Card Refund.**

- This option is only available for orders that were paid online via credit card within the previous 30 days. Payments via Square Card Reader are excluded.
- The member is eligible to opt for a direct card refund as per points 1.1, 1.2, 1.3 or 1.4 in extenuating circumstances.
- The refund must be applied for in writing via the Enrolment Refund Form.
- The refund is to be processed by a qualified member of the Registrar's Team.
- The refund is to be recorded on the 'Enrolment Refund Log: Card Refund' form, which is kept in the Treasurer's Refund file.

#### **3.3 Store Credit Coupon:**

- The store credit coupon will be attached to the member's KCLC account.
- The store credit discount will only apply to courses and will exclude membership fees.
- Store credit coupons will have a set expiry date of two years.
- Any residual balance left from an order will be available for future orders until the expiry date.
- The member must be advised of the conditions of the coupon (i.e., expiry date and membership exclusion)