

## MAN051 – REFUND (HOLIDAY CAMPS)

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### **PURPOSE**

To inform parents and care givers about refund policies and procedures when making payments via the CYC website or holiday camp booking system

### **SCOPE**

This policy applies to purchases and payments made online through the following platforms:

- Venuelife booking portal
- CYC Burleigh website

This policy does not cover purchases made via any other platform.

### **CAMP FEES**

CYC's terms and conditions (acceptance of which is a necessary part of the booking process) outlines conditions for the payment of camp fees. Fees are inclusive of many services (food, accommodation, activities, transport etc). No refund is applicable where services are not used. Individual components of the fees are not listed or calculated separately.

Cancellations made up to 28 days prior to camp will incur an administrative charge of \$20. Cancellations made between 28 day and 7 days of the camp will incur a cancellation fee of 50% of the camp fee. Cancellations made within 7 days of the start of camp will incur a cancellation fee of 100% of the camp fee.

### **NON-INCLUDED ACTIVITIES**

In the event fees for a specific aspect of camp are not included in the camp fees you will be notified accordingly. Fees for these activities are calculated on a cost-recovery basis, according to the number of campers who have indicated their attendance. Participation of campers in the activities is indicated through payment of the required fees by either the camper, or parent/care giver.

As the camp budget cannot meet any shortfalls in funding for these activities due to the subsequent non-participation of a camper who had previously indicated attendance of the activity, fees already paid may be refunded in full or in part or not at all, having regard to the associated expenses incurred and the circumstances of the non-participation.

### **PHYSICAL GOODS**

CYC is not required to provide a refund or replacement if the purchaser changes his/her mind. The purchaser may choose to refund or exchange the item if the item has a major problem. This is when:

- A reasonable consumer would not have bought the goods if they had known about the problem
- The goods are significantly different from the description, sample or demonstration model shown to the consumer
- The goods are subsequently unfit for their normal purpose and cannot be easily made fit within a reasonable time frame.
- The goods are substantially unfit for a purpose that the consumer told the supplier about and cannot be made fit within a reasonable time
- The goods are unsafe.

### **REQUEST FOR REFUNDS**

Any refund requests in accordance with this policy must be submitted to CYC in writing.