



**BOX HILL SOUTH  
NEIGHBOURHOOD HOUSE**

# **CLASS CANCELLATION AND REFUNDS POLICY**

## **Introduction**

Our tutors all rely on their class fees as wages and the class will only go ahead if the minimum number of students is reached to make the class financially viable

## **Class Cancellations**

- A decision to run or cancel the class prior to the first session will be made by the Manager in consultation with the tutor.
- If a single class is cancelled by the tutor or the House once the course has started, for example through illness or accident, the class may be “made up” at another date suitable to the students.
- In the event of the course needing to be cancelled once started, a pro rata portion of the fees will be refunded to the student.

## **Refunds**

- All enquiries about refunds will be referred to the Manager of the House.
- Refunds are usually only given in exceptional circumstances such as a severe illness or accident. Missing one or two weeks through short illness or holidays does not warrant a refund. A refund at this stage may place the tutor’s payment in jeopardy.



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### **Other considerations**

- If a class does not meet the student's expectations, it is important to contact the Manager within the first two weeks of the course, to discuss options.