

## **Mackie Rd Neighbourhood House**

### **Online Booking terms and conditions:**

- Full course fees are payable at the time of booking and prior to the advertised course commencement date
- Please book early as this prevents unnecessary cancellation of classes due to insufficient enrolments
- A 30 cent non-refundable booking charge applies to all online bookings
- Places in courses are only secure once full payment has been received by Mackie Rd Neighbourhood House
- Pension card and Healthcare card holders must present their card to Office staff, prior to attending their first class, to confirm eligibility for our concession rates. Victorian Seniors Card is not an eligible card.
- You are responsible for advising us if your contact details change
- Where you answered yes to the question 'Do you have an allergy, illness, injury or condition we should be aware of' at the time of making your online booking, you will need to complete a medical information form (available from the Office) prior to attending your first class/session

### **Enrolment cancellations:**

#### **If you cancel your enrolment:**

- Enrolment cancellations will only be accepted if notification is received by our office, in writing (email to [info@mackierdnh.org.au](mailto:info@mackierdnh.org.au) preferred), at least 7 days prior to the advertised course start date. If this condition is met, course fees paid, minus a \$10.00 administration charge, will be refunded.
- No refund will be paid if you cancel your enrolment less than 7 days prior to the advertised course start date
- Refunds will not be given if a student discontinues, misses classes or does not attend a course

#### **If we cancel a class due to insufficient numbers:**

- Classes always require minimum enrolments to proceed
- Where necessary, we provide 3 days notice (via text or email) of a class cancellation or postponed start date
- Where we have cancelled a class, your course fees will be refunded in full. Please note that for online bookings the 30c booking charge is non-refundable.