

Simply Ballet Refund Policy



For services included in fees, please refer to our Enrolment Policy Terms and Conditions and/or Package Terms and Conditions.

This policy is effective from 1 January 2022 onwards

Refund Policy

- 1.1. Simply Ballets services are covered under the Australian Competition and Consumer Commissions 'Consumer Guarantees' <https://www.accc.gov.au/consumers/consumer-rights-guarantees/consumer-guarantees>
- 1.2. A refund for change of mind on goods or services will be at Simply Ballet's discretion.
- 1.3. A request for a refund must be made in writing providing the date of payment, amount of payment, and reason/s for refund request.
- 1.4. Simply Ballet retains the right to deduct from any refund monies owing for classes, stock, or services already undertaken or products in the persons possession.
- 1.5. Students who are unable to provide proof of payment may be refused a refund.
- 1.6. An administration fee of \$10 may be charged to issue a refund.

Policy authorised by

Helen Cooper

Name

Owner

Position

Simply Ballet

Business name

Helen Cooper

Signature

29/11/22

Date

29/11/23

Review Date