



7 Fees and Charges – Policy

SpringDale has a large range of facilities and courses available to the public; however we also need to have procedure guidelines in place to provide consistency and fairness throughout the whole centre in relation to fees and charges. We encourage all members to speak to the Coordinator should they have a concern with the Fees and Charges Policy.

Each service to be delivered has a budget developed annually, which includes annual grants as well as expenses. During this process the fees for each service are reviewed to ensure that the service is cost effective financially and over the financial year contributes positively to the overall balance sheet of the centre.

Most of our programs have a single scheduled fee for anyone who wishes to use the service.

A discount will be applied to our classes, where appropriate, for students who have a Health Care Card, Pension Card or Seniors Card.

If Government funding is available for the student or participant, a quote will be calculated for the funded position and payment must be made prior to the commencement of the program or class.

Businesses that contract SpringDale to provide training or advertising will be invoiced as soon as the commitment to proceed is given, and should be paid prior to the service being provided.

Monies paid are refundable, prior to commencement of the program or prior to the document going to layout.

If a course or program is cancelled due to lack of enrolments or other reason, participants will be notified and fees refunded in full.

Fees paid in advance will be kept in an asset account and moved into the operational account once the class has commenced.

Should a participant wish to withdraw from a course, he/she must do so prior to commencement of the course. Where fees have been paid, in those circumstances they will be refunded to the participant less an \$8 administrative fee.

If a participant withdraws from a course after it has commenced no refund will be issued. An opportunity to transfer to another course may be available in certain instances.

Except in exceptional circumstances, refunds of fees will not be granted where the course has commenced as classes have been confirmed on the basis of the fees of all paid participants.

Anyone wishing to appeal against a decision on course fees, concessions, or refunds should be provided with a copy of the Centre's Complaints and Grievances Policy. A deduction of an appropriate amount will be made to cover the cost of training manuals and other written materials issued.

We understand that sometimes there are payment difficulties and we are happy to negotiate on payment plans if required.