



POLICY NO. 3.1.10

POLICY STATEMENT

**COMMUNITY ENGAGEMENT PROGRAMS
CANCELLATION**

PURPOSE

To determine the circumstances in which people enrolled in programs delivered through the Community Engagement Directorate will be eligible to receive a refund.

POLICY

Where a person wishes to cancel their enrolment in a program or activity provided through the Community Engagement Directorate they may be eligible for a refund as detailed below.

In some circumstances the City may only provide partial refunds for cancellations to compensate for the administrative costs incurred in taking enrolments, and providing refunds and the potential opportunity cost of the City being unable to achieve maximum program occupancy rates.

Where cancellation occurs:

1. More than 10 working days prior to the implementation of the program, a 75% refund will be made available.
2. Between 10 and three working days prior to the implementation of the program, a 50% refund will be made available.
3. Less than three working days prior to the implementation of a program, no refund will be made available.
4. In exceptional circumstances, a full or partial refund may be given at the discretion of the Manager of the area coordinating the program.
5. A substitute participant may be permitted to enter the program in place of the cancelled participant at no additional cost at the discretion of the City Officer coordinating the program.
6. At the discretion of the Manager of the branch coordinating the program, a participant may be permitted to withdraw from the program and a credit applied to their account for future use.

GOVERNANCE REFERENCES

Statutory Compliance	Nil.
Industry Compliance	Nil.
Organisational Compliance	Nil.
Process Links	Nil.

POLICY ADMINISTRATION

Directorate		Officer Title		Contact:	
Community Engagement		Director Community Engagement		9397 3090	
Risk Rating	Low	Review Cycle	Triennial	Next Due:	2017
Version	Decision Reference	Synopsis			
1.	OCM 431/11/9/2007	Adopted			
2.	OCM 386/24/08/2010	Reviewed and amended.			
3.	OCM 415/24/09/2013	Reviewed and amended with grammatical changes to improve clarity.			
4.	OCM 382/23/09/2014	Reviewed and amended to enable a participant's fees from a cancelled program to be carried forward to a future program.			