



# REACH OUT VOLUNTEERS

## Refund Terms and Conditions

---

### Refund Policy

- Payments for “Add-Ons” are non refundable if you are within 60 days of your program. If you are outside the 60 days a refund can be made. There will be a \$25.00 fee for this service.
- Any payments for which you have received a tax deductible receipt are not able to be refunded regardless of when they were made. This applies to all payment categories from deposit to final payment.
- Once we are within 60 days of your program commencement date no refunds are available. In certain circumstances we may be able to change your program start date but there will be additional fees and charges. For some programs no changes can be made within 60 days and if you are unable to attend your program all fees will be forfeited. Once we are within 30 days of your program no alterations can be made. If you are unable to attend your program all program fees will be forfeited.
- If you wish to cancel your program outside of 60 days from the commencement date of your program the deposit is non-refundable and any payments for which a tax receipt has been issued are also non-refundable. Other payments will be refunded, however due to the administrative work conducted on your behalf there will be a \$175.00 fee for this service. This amount may be re-credited to your account if you subsequently do attend an ROV program.