



Discovery for Teens Cancellation Policy

The deposit amount which is due and paid upon registration is non-refundable.

If you cancel 21 days or more before your programme begins, then a full refund is provided, minus the non-refundable deposit.

If cancellation occurs less than 21 days before the programme begins, there is no refund and any outstanding monies will be invoiced to the customer. The programme fee is able to be transferred to another Discovery programme being run in the next 12 months. The transfer fee is \$100.

In the instance that a teenager is sent home from Discovery the following costs apply:

- (a) If a teenager leaves the programme between Day 1 and Day 3, up to 50% of the programme fee will be refunded, at the discretion of the Programme Director.
- (b) If a teenager leaves the programme anytime after day 3 there is no refund.
- (c) Where travel is to be paid by the Discovery Foundation on behalf of the teenager this will be deducted from the refunded monies and any shortfall will be invoiced to the parents. It is the responsibility of the parents to arrange travel for their teenager to be transported home from programme. The Discovery Foundation will only arrange transport as a last resort.

Should the programme not continue due to problems such as insufficient numbers, venue conflict, or other reasons outside Discovery Foundation's reasonable control then in the first instance your registration will be transferred to the same event within a reasonable period of the original booking. If this is deemed by Discovery to not be feasible, then a full refund will be paid.