

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 is sent home from the programme between Day 1 and Day 3, a maximum of up to 50% of the programme fee may be refunded at the discretion of the Discovery Board.
- (b) If a teenager is sent home from the programme any time 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.
- (d) If a teenager chooses to leave the programme at any stage during the programme there will be no refund.
- (e) In the event of a death in the family, illness or injury that requires a teen to leave during the programme or prevents a teen from attending, a refund (less non-recoverable fees) may be provided at the discretion of the Discovery Board. Alternatively, the programme fee is able to be transferred to another Discovery programme being run in the next 12 months. The transfer fee is \$100.

All requests for refunds should be addressed to the Discovery Board of Trustees for review.

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.

End of policy

Ratified November 2018