

## **REFUND POLICY**

Greenacres will examine all requests for refunds on a case-by-case basis. Each decision will be at Greenacres' discretion.

We retain the right to obtain relevant evidence associated with the particular circumstances that the request is being made.

Of course, we will endeavour to ensure that genuine errors are rectified.

All Refunds must be made in writing. Emails will be accepted.

We need to review all requests of refunds based on the circumstances within the relevant category:

### **1) Private Disability Services**

- a. No refund can be made on services that have been provided as acceptable within the guidelines set by the relevant regulatory bodies.

### **2) Greenacre's Enterprises' services and products**

- a. You will need to make arrangements with Greenacres to have the relevant product returned before a refund is considered.
- b. All rights to a refund will be voided if payment terms for the product(s) or services have been exceeded.
- c. References will be made to the original Terms & Conditions that existed when products were supplied.

### **3) Event Registrations**

- a. Refunds will only be considered if received by our Head Office up to 7 days before the commencement of the said event.
- b. A medical certificate will need to be presented when claiming a refund due to ill health or injury.
- c. Any items supplied in relation to an event registration must be returned to Greenacres before a refund is granted.

### **4) Donations**

- a. Unfortunately, Greenacres as a rule does not give refunds if you change your mind. For this reason, please make your decision to donate to us carefully.
- b. Should a request for a refund be approved, any receipt reflecting this payment will become invalid and will not be tax deductible.

1 August 2018