

## Reimbursement & Voucher Policy

- If a course is cancelled, WEA Sydney will issue you with a full refund or a credit voucher for your full payment, or your enrolment can be transferred to another course. If you transfer to a course of a lesser cost, WEA Sydney will reimburse the difference to you either through a refund or a credit voucher. If you wish to transfer to a course of a higher cost, you will need to pay the difference in course fees which includes any additional costs to expired discounts or special offers previously used.
- If a course is cancelled, any credit voucher used to pay for that enrolment will be replaced with another credit voucher equal to the credit used at the time of enrolment.
- If a course is recessed or the starting date has to be delayed or transferred to another date within the term by WEA Sydney, you can be issued with a partial refund or partial credit voucher for the future session if you are unable to attend that session.
- If you know that you are unable to attend a course 15 days or more before it has started, a refund, credit voucher or transfer can be requested.
- Refunds are not available if a course has already started or if you are unable to attend a course that is due to start within 14 days or less. A family member's illness and changes in personal or work circumstances are not covered by WEA Sydney's Reimbursement & Voucher Policy.
- If you are unable to attend a course after it has started, a credit voucher for the remaining session(s) may be issued on request. Note: any missed session(s) before you notify WEA Sydney will not be eligible for credit.
- Refunds and credit vouchers will be processed within 14 days.
- If you wish to transfer to another course within 14 days or less of your current course's start date or after your course has started, and the course is of a lower cost, you will not be reimbursed the remaining credit. If it is of a higher cost, you will need to pay the difference in course fees which includes any additional costs to expired discounts or special offers previously used.
- A course enrolment can be transferred to another person, unless stated otherwise. You must inform WEA Sydney if you wish to transfer your enrolment to another person.
- If you enrol for the first time into a Language course and subsequently find that the class is not of a suitable level, a transfer, partial or full refund can be offered within 2 weeks of the start of the course.
- WEA Sydney is not responsible for books or materials that you may have purchased for a course, or any personal cost or expenses incurred for attending a course.
- WEA Sydney reserves the right to alter any of the published arrangements, either before or during the course, or to cancel or terminate a course.
- WEA Sydney reserves the right to refuse enrolments as permitted by law.
- Once a voucher has expired, it cannot be reissued.
- If you choose to withdraw from a course, any voucher used to pay for that course cannot be reimbursed.
- A credit voucher can only be reclaimed for a refund within 3 months from its date of issue.
- Vouchers cannot be redeemed for cash.
- A voucher cannot be used to pay for WEA Sydney membership or used as a donation to WEA Sydney.