



UNIVERSITY
OF WOLLONGONG
AUSTRALIA

—
Outreach & Pathways

Refund Policy

Learning Labs

Outreach and Pathways Unit | University of Wollongong

REFUND POLICY

We understand that circumstances may arise which may mean that your child cannot participate in Learning Labs and may need to request a refund of tuition fees. In the event of a refund that is related to **COVID-19** please see the bottom of this document.

Please read below for all terms and conditions of applying for a refund of the program fee:

- Learning Labs **MUST** be advised by email of all cancellations. Please email learning-labs@uow.edu.au
- The last date for cancellations without penalty is ten (10) business days prior to the starting date of workshops.
- For cancellations, less than ten (10) business days prior to the starting date of workshops, only half of your application payment will be refunded due to administration fees, unless your place in the workshop can be filled by another student.
- Cancellations less than ten (10) business days prior to the starting date of workshops will not be refunded unless special circumstances arise. These circumstances include the following:
 - Serious Medical grounds with medical certificate: severe injury or long-term illness which significantly impairs the student's ability to attend and participate in the workshop.
 - Compassionate grounds: Loss of a family member/friend or relationship breakdown, significant disruption to domestic arrangements or victim of a crime.
 - Extenuating circumstances: unforeseen religious or cultural observances, legal commitments, accidents or natural disasters.
- The following will be excluded from the availability of refunds: non-serious illness such as colds and flus, or other short-term illnesses that do not require medical intervention, clashes with holidays or extra-curricular activities, such as sport.
- Cancellations on the day of workshops or leaving workshops due to illness or misadventure, will not be eligible for refunds
- Learning Labs may discretionarily hold over the fee for the immediately subsequent program only. The fee will not be held over for a program held more than six (6) months after the initially-applied for program. For example, if you cannot attend the July program, the fee will only be held over for the following January's program.

COVID-19 CIRCUMSTANCES

We understand that these are uncertain times and we want to ensure families will not be out of pocket for acting safely and responsibly. If your child shows COVID like symptoms please stay home and email us with your update. This can be done the day of the event. A full refund will be provided. The safety of our students and staff are paramount.



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Symptoms of COVID-19 include

- fever (37.5 ° or higher)
- cough
- sore/scratchy throat
- shortness of breath
- runny nose
- joint or muscle pain
- loss of smell or taste

In addition to this please be aware that in the 14 days leading up to your child's attendance of Learning Labs if any household member:

- comes into contact with positive cases
- visited known hot spots

Your child is not permitted to attend Learning Labs and a full refund will be provided.

Please refer to NSW Government website for updates on hot spot areas:

<https://www.nsw.gov.au/covid-19/latest-news-and-updates>