



MELBOURNE FRIENDS

ROYAL BOTANIC GARDENS VICTORIA

## Friends of the Royal Botanic Gardens, Melbourne

### Refund Policy

#### Background

Refunds arise in the context of fees and charges obtained under contract e.g. membership subscription, booking for an event, purchase of a plant. Inflows not received under contract, e.g. donations and grants, are not eligible for refund in the same context and are not considered here.

The Friends is obliged to comply with all current State and Commonwealth Government restrictions or directives issued by the Royal Botanic Gardens Victoria as they pertain to the Melbourne Gardens.

Our refund policy for:

1. *Membership subscriptions*
2. *Botanical Art classes and workshops*
3. *Events*
4. *Sale of goods*

is described below.

#### **1. Refund policy for membership subscriptions**

Membership Subscriptions will not be eligible for refund except in exceptional circumstances, at the discretion of the Friends' Secretary.

#### **2. Refund policy for cancellation of enrolment in botanical art classes and workshops**

Enrolments cancelled by a student at least 10 business days prior to commencement of the first class will be eligible for a refund of fees on the following scale:

<b>Cancellation notice</b>	<b>% of Fee refunded</b>	<b>Administration fee charged</b>
16+ business days prior	100% less admin fee	\$25
10 - 15 business days prior	50% less admin fee	\$25
Fewer than 10 business days prior	No refund	

If a student misses a class, it may not be 'made up' except in exceptional circumstances and in consultation with the art tutor.

### **3. Refund policy for events**

Where the Friends cancel special events, the Friends will make every effort to reschedule the event or provide a credit for a future event. If events cannot be rescheduled within a reasonable time, or the revised date is not suitable for the participant, a refund will be offered.

Where a participant is unable to attend an event which they have booked, a refund will be offered and the following refund scale applies:

<b>Cancellation notice</b>	<b>% of Fee refunded</b>	<b>Administration fee charged</b>
5+ business days prior	100% less admin fee	\$10
Fewer than 5 business days prior	No refund	

### **4. Sale of Goods**

The issue of refunds for the sale of goods is covered in advice publicised by the Australian Competition and Consumer Commission (ACCC) and the Department of Consumer Affairs in Victoria.

Under the Trade Practices Act for example, purchasers may seek a refund if goods:

- are or become faulty through no fault of the purchaser;
- are not fit for a stated purpose or a purpose made known by the purchaser to sales staff;
- do not match the description or sample; or
- have defects that were not obvious or were not brought to the purchaser's attention.

Faulty goods (except botanical art works) may be returned to the Friends within fourteen days from the date of purchase, with proof of purchase, and the Friends may replace, repair, refund or provide a credit for the item, at their discretion.

Refunds are not available for change of mind.