



REFUND POLICIES

Introduction

The Australian Institute of Classical Dance Inc. (AICD) has policies in regard the refunds it may offer for:

1. Examinations and Assessments.
2. All Events including, but not limited to, scholarships and award competitions.
3. Products including CDs, DVDs, Syllabus Notes, Theory Books and other.

Application for Refund

All applications for refund must be in writing.

Process for Refund

When processing the refund for examinations, assessments or events, the AICD will take into consideration:

1. The circumstances in regard the application.
2. Expenses already incurred by the AICD on behalf of the participant. These may include
 - a. Booking service fee; online or face-to-face.
 - b. Document preparation.
 - c. In regard events; if the event had a limit on the number of participants, will the withdrawal of the contestant have an overall impact on the running of the event.
3. Expenses that will be incurred by the AICD in processing and forwarding a refund which may include:
 - a. Issuing a refund cheque. (*if applicable*)
 - b. Postage. (*if applicable*)
 - c. Administration in the preparation of the refund.

Payment of Refund

Monetary refunds will only be processed either directly to the individual or organisation or to the credit card or bank account of the institution from which the payment was received. Credit card surcharges are non-refundable.

Should payment have been via cheque contact will be made to confirm the current mailing address of the applicant, and a cheque will be mailed to you.

Event Cancellation or Postponement

Should an Event be cancelled or postponed due to unforeseen circumstances, the AICD will endeavour to process a full refund within 90 days of such circumstances becoming known.

1 – AICD Examinations and Assessments

The AICD has a strict refund policy for all candidates partaking of examinations and assessments.

Registered teachers and studio owners must ensure that all candidates and, if underage, their parents and/or guardians, are aware of, and acknowledge the policy.

The Institute has designed 'entry forms' for all of their syllabi and encourages teachers to use these forms so that awareness is implemented and the transparency of the AICD as an organisation is visible.

All applications for refund must be in writing.

If a candidate, after entering and paying for an examination or assessment, decides not to partake of the examination or assessment, the rules and process of the Refund Policy still stands.

Examinations and Assessments Refund Policy

The Australian Institute of Classical Dance Inc. (AICD) will grant special consideration to a candidate who is about to undertake an examination or assessment, where they are unable to attend that examination/assessment due to circumstances beyond their control, which include serious illness, compassionate reasons; a family bereavement, a natural disaster or serious adverse weather condition that prevents the candidate from attending the examination/assessment. In these circumstances, compensation may be sought.

The AICD will not grant special consideration on the grounds of minor illnesses, mistaken timing, optional commitments of a personal nature or if a candidate changes their mind.

An application for special consideration must be submitted to the AICD National Examination Coordinator within four weeks following the examination date. In the case of illness, this must comprise a signed medical certificate or doctor's letter, indicating that the candidate was indisposed on the day of the examination/assessment. In other cases, a signed statement from an appropriate person is required, outlining the circumstances, together with any other appropriate supporting documentation.

An application submitted for special consideration will be assessed by the AICD National Committee and where deemed appropriate, and at its sole discretion, the AICD will carry forward the examination/assessment fee for one session, thus enabling the candidate to enter again at the next session for no additional charge, except where fees have increased in the intervening period, and therefore the balance will be payable. If this is not possible or practical, up to 50% of the entry fee may be refunded.

Refunds will be processed within four weeks of the examination tour being completed if all applicable details have been submitted.

The Institute, in its discretion, may refund a fee for reasons other than those described above.

2 – AICD Events

The AICD has a strict refund policy for all participants of events including, but not limited to, Scholarship events and Awards.

National or State committees running these events, must ensure that all participants and, if underage, their parents and/or guardians, are aware of, and acknowledge the policy.

Entry forms should include the current refund policy for events and, if possible, this should be included on any third-party booking site; whether online or in person.

All applications for refund must be in writing.

Award and Scholarship (Event) Refund Policy

The Australian Institute of Classical Dance Inc. (AICD) will grant special consideration to an entrant of any award or scholarship event, where they are unable to attend that event due to circumstances beyond their control, which include serious illness, compassionate reasons; a family bereavement, a natural disaster or serious adverse weather condition that prevents the entrant from attending the event. In these circumstances, compensation may be sought.

The AICD will not grant special consideration on the grounds of minor illnesses, mistaken timing, optional commitments of a personal nature or if an entrant changes their mind. Refunds will not be considered for participants who withdraw less than 48 hours before the event.

An application for special consideration must be submitted to the secretary of the state committee where the event is held, within two weeks, following the event date.

In the case of illness, this must comprise a signed medical certificate or doctor's letter, indicating that the entrant was indisposed on the day of the event. In other cases, a signed statement from an appropriate person is required, outlining the circumstances, together with any other appropriate supporting documentation.

An application submitted for special consideration will be assessed by the relevant AICD State Committee and where deemed appropriate, and at its sole discretion, a portion of the entry fee; not less than 50%, may be refunded.

Refunds will be processed within four weeks of the event being completed if all applicable details have been submitted.

The Institute, in its discretion, may refund a fee for reasons other than those described above.

3 – AICD Products

The AICD has a strict replacement/refund policy for products that may be purchased either directly or via the AICD website at: www.ballet.org.au

Our intent is to create and distribute a product of exceptional quality and value. However, there can always be problems in regard CDs & DVDs where they do not play or have been damaged during transportation.

You may ask for a replacement product to be forwarded.

Please be aware that all AICD products are protected under the Australian Copyright Act and you must not copy, upload, reproduce in whole, or part or share without express permission from the Australian Institute of Classical Dance Inc.

Product Replacement/Refund Policy

If, on receipt of a product purchase from the AICD, you find that the goods delivered are incorrect, faulty or damaged in any way, you can return the goods to the AICD Products Manager and we will arrange, as appropriate and depending on availability, a goods exchange, credit or refund. All faulty or damaged items must be returned within ten (10) working days of the date of purchase.

To be eligible for a replacement or credit, your item must be returned unopened, unused and in the same condition that you received it. Your item must be in the original packaging. When returning your item, a copy of the receipt or proof of purchase should be included.

The AICD will not give a refund, if the purchaser changes their mind, decides they do not like the purchase or that they have no use for it.

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your replacement, credit or refund after inspecting the item. If your return is approved, we will either forward a replacement item, give a credit or initiate a refund. Any refund will be made using either your original payment method or another method at our discretion.

The initial shipping costs are non-refundable, and you will be responsible for paying for your own shipping costs for returning your item. Shipping costs for the replacement item/s will be covered by the AICD.

The Institute, in its discretion, may refund a purchase cost for reasons other than those described above.

Anyone who feels that they were not given the result they expected in regard their application for refund, or that they were treated unfairly, may contact the AICD for clarification or submit a letter of complaint in writing. (refer Complaints Policy)

Our intent is always to create a product or service of exceptional value.