



Willoughby City Council

Policy Register

Short Title	Refunds - Holiday Activity Centres
Division	Community Services
Category	Finance
Date adopted by Council	10 June 1986
Date amended by Council	30 August 1993
Date ratified by Council	30 August 1993 22 June 2009 4 June 2012
Resolution No 86/746	Additional Resol No

POLICY

That advance payments for Children's Holiday Activity Centre bookings will not be refunded unless a debilitating injury has been sustained or a transmittable health disease is diagnosed as declared by the Health Department (NHMRC) or other family emergency requiring the cancellation of a booking. All such requests for a refund must therefore be verifiable and accompanied by a written request or medical certificate.