

LIFE CAMPS AUSTRALIA INCORPORATED

Policy in relation to Refunds

This Policy in relation to Refunds:

- summarises what we will do in the event you claim a refund of Camp fees from Life Camps Australia Incorporated (trading as Life Camps Australia); and
- should be read in conjunction with the *Australian Consumer Law* as amended from time to time (referred to in this document as “the ACL”).

This Policy applies to all Camps run by Life Camps Australia.

CUSTOMER SATISFACTION IS OUR PRIORITY

- If you believe that you are entitled to a refund of Camp fees, please contact the Manager of Life Camps Australia in the first instance. We want to resolve any issues that arise quickly and efficiently.
- Life Camps Australia offers a refund or a credit towards a replacement booking in accordance with the ACL and on the terms set out in this Policy.
- Any benefits set out in this Policy may apply in addition to consumer's rights under the ACL.
- Please read this Policy before making a booking so that you understand your rights as well as what you can expect from Life Camps Australia in the event that you are not happy with your booking.

AUSTRALIAN CONSUMER LAW

- Life Camps Australia offers refunds and credits in accordance with the ACL.
- The ACL provides a set of Consumer Guarantees which protect consumers when they buy products and services. If the ACL applies, Life Camps Australia cannot avoid the Consumer Guarantees.
- If there is an inconsistency between this Policy and the ACL, the ACL will prevail.

- Further information about the ACL and the Consumer Guarantees is available from the website of the *Australian Competition and Consumer Commission* <https://www.accc.gov.au/>
- If a service which you purchased from Life Camps Australia has a major failure (as defined in the ACL) you may be entitled to a credit or refund. You may also be entitled to compensation for any reasonably foreseeable loss or damage resulting from that major failure.
- If a service which you purchased from Life Camps Australia has a failure which does not amount to a major failure (as defined in the ACL) you may still be entitled to a credit towards a replacement booking for a later date.

CHANGE OF MIND

- Life Camps Australia does not offer any refund if you simply change your mind or find the same service cheaper elsewhere.

CANCELLATION BY LIFE CAMPS AUSTRALIA

- If your Camp is cancelled by Life Camps Australia, we may refund your fees less any administration costs.
- Alternatively, if your Camp is cancelled Life Camps Australia may apply a credit against your registration to a later or different Camp. If this is agreed you will not incur an administration cost.
 - For example, if you have registered and paid for a Camper to attend a Childrens Camp (2Cs) the credit will be applied against the next booking you make for that Camper whether they attend a different 2Cs or a Young Teens Camp.
 - Alternatively, if you have registered and paid for a Camper to attend 2Cs the credit can be applied against the next booking you make for another Camper (eg a sibling) to attend 2Cs.
- In order to be eligible for a refund or credit under these circumstances, you must, within seven days of Life Camps Australia advising the Camp has been cancelled, contact the Manager of Life Camps Australia by email and we will contact you to discuss your situation. Please include the words "Request for Refund" or "Request for Credit" (as relevant) in the subject line of your email.

EXCEPTIONS

- Notwithstanding the other provisions of this Policy, we may refuse to provide a refund or to offer a credit if:
 - you failed to pay the requisite fee in a timely manner;
 - you knew or were made aware of problem(s) with the Camp service before you booked;
 - you asked for:
 - *a variation to the Camp program and cost was incurred in achieving that variation;*
 - *specific arrangements and cost was incurred in implementing those specific arrangements;*



- *changes, against our advice.*
- any other exceptions that apply under the ACL.

ASSISTANCE FROM CAMPSITES

- In some cases, a Campsite Operator may provide assistance in relation to their facilities and services. They may be able to resolve your issue more quickly than we can.
- In some cases, a Campsite Operator may provide warranties for their services which go beyond the Consumer Guarantees under the ACL or any other rights which you may have under this Policy.
- You are not obliged to contact the Campsite Operator directly in order to seek a refund. However, you may do so if you wish.
- You will not be entitled to a refund or credit from both the Campsite Operator and Life Camps Australia in relation to the same circumstances.

RESPONSE TIME

- We will make every effort to provide a timely response to any request for a refund or credit.

HOW TO REQUEST A REFUND OR CREDIT

- Contact the Manager of Life Camps Australia to discuss the circumstances that have caused you to request a refund or credit.
- If you are entitled to a refund Life Camps Australia will make the payment in the same form as the original purchase or to the same account or credit card as was used to make the original purchase, unless otherwise determined in the sole discretion of Life Camps Australia.
- If you are entitled to a credit Life Camps Australia will apply it to the next booking you make, as set out above.
- You may be asked to provide proof of purchase in order to be eligible for a refund or credit.
 - Examples of satisfactory proof of purchase include a bank statement, copy EFT receipt or similar to show when and how payment was made.
- You may be required to present a government issued identification document in order to be eligible for a refund or credit.

CONTACT US

- If you wish to speak to the Manager of Life Camps Australia about this Policy or about any request for a refund or credit, please contact Amy Tyler at:
 - info@lifecamps.org.au or



> 0457 667 354

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