

BELLARINE DOG ACTIVITIES GROUP

REFUND POLICY

NEW MEMBERS CANCELLATION REFUND POLICY

All new members of the Bellarine Dog Activities Group (BDAG) are required to attend an Orientation Night designed to inform new members of the group's philosophy for dog training and to impart useful information prior to classes beginning. No new member is allowed to begin training classes without first attending the Orientation Night at the start of term for the benefit and safety of all class attendees.

Should new members who have been allocated a place in a new member's class for the upcoming term not be able to attend Orientation Night it is necessary to inform the BDAG President in advance so that the class position can be reallocated to another new member if possible.

If notification of non attendance is given prior to the date of Orientation Night a refund of the applicable term fee may be given as follows:

Notification given more than two weeks in advance = 100% refund

Notification given more than one week in advance = 50% refund

Notification given less than one week in advance or no show = 0% refund

EXISTING MEMBERS CANCELLATION REFUND POLICY

All members of the Bellarine Dog Activities Group (BDAG) are required to complete a training request form for the following term. Places will be allocated on a first come first serve basis so it is important for members to decide their future training needs and complete their training form as soon as possible at the end of each term.

Should members who have been allocated a place in a class for the upcoming term not be able to attend classes for the whole term it is necessary to inform the BDAG President in advance so that the class position can be reallocated to another member if possible. A refund of the applicable term fee may be given as follows;

Notification given more than two weeks in advance of first week of training = 100% refund

Notification given more than one week in advance = 50% refund

Notification given less than one week in advance or no show = 0% refund

No refunds will be given for weekly classes missed during a term. Should there be inclement weather the President and Head Trainer will assess the safety of training activities and may, at

their sole discretion, cancel certain training classes. Members will be notified as early as possible of class cancellations however such decisions may be taken on the night of training if necessary.

CANCELLATION BY BDAG REFUND POLICY

Should extreme circumstances exist that requires the cancellation of all classes for a term by BDAG a full refund will be offered to all members who had already paid term fees for the term cancelled. If a member elects, the fee can be carried forward as a credit against future term fees.

New members may request a refund of their term fee in accordance with the above, New members may also request the refund of their membership fee and joining fee, however, this would result in them being placed back in the queue for placement in a class when training resumes in accordance with the club's first paid first in policy.

EXTREME WEATHER CANCELLATION BY BDAG REFUND POLICY

Should extreme weather require the cancellation of more than two lessons of any class in any one term a refund for the prorata of term fees will be offered to all members in that class who had already paid term fees. The refund will be in the form of a credit against future term fees. See the club's extreme weather policy for more detail on when classes may be cancelled due to extreme weather.