



Refund Policy

Approved: September 2022

Introduction

The St Hilda's College refund policy covers fees paid in advance to the College, including fees from students, conference groups and other guests and donations received. It sets out the circumstances in which the College is able to refund all or part of these fees or donations paid in advance, the circumstances in which the College is unable to provide a full or partial refund, how to apply for a refund and how refunds are paid.

Student fees

Students who accept their offer of a place at St Hilda's College and subsequently decide to withdraw must notify the College in writing. The College will then determine whether any refund is applicable.

If a conditional offer has been made (ie conditional upon the student gaining entry to the University of Melbourne), but then the student does not gain entry, the enrolment fee and the deposit are refunded. Application fees are non-refundable.

In the enrolment agreement, students undertake to remain in residence at St Hilda's College for the full College year and if they defer their university course or leave College for any other reason prior to the end of the College year, they are still responsible for payment in full of the College fees.

Provided students have paid their fees and given at least one month's notice to the College of their intention to leave, the College will endeavour to find another student to occupy their room. The College may, in its absolute discretion, refund part of the fees if the room can be re-assigned to another student.

If a refund is considered appropriate, it will be calculated on a daily pro-rata basis, applied to semester fees and the Student Club subscription. Fees for enrolment and orientation week will not be refunded. A statement will be provided with any refund, which sets out any amounts that have been deducted from the refund.

There is no refund of fees when a student is required to leave the College as a result of a disciplinary hearing.

Conference groups and other non-student guest fees

In relation to conference groups and other non-student guest fees, there are specific rules for when bookings are cancelled.

Tentative bookings are held for seven days. To confirm the booking, a non-refundable deposit of 20% of the total fee is required.

Where bookings are cancelled, the following fees will apply:

- cancellation more than one month prior to the event, 20% of the total fee
- cancellation between 14 days and one month prior to the event, 50% of the total fee
- cancellation less than 14 days prior to the event, 100% of the fee

Donations

For online donations, the College is grateful for those deciding to donate to St Hilda's College. As the online donation form is completed, the College asks that the donor enter their personal information and donation amount carefully.

If donors believe that an error has been made in connection with their donation, the donor has 14 business days in which to notify St Hilda's College of the error. All requests for refunds must be made in writing and directed to the Chief Financial Officer at 19-25 College Crescent, Parkville, 3052 or business@hildas.unimelb.edu.au. The request should have the details of the initial donation including the date, amount, name of the donor, the tax receipt number (if applicable) and the nature of the error.

Any tax receipt issued for the incorrect amount will immediately become null and void and a new tax receipt will be issued with the correct donation.

Refunds of donations to St Hilda's College will not automatically be made if donors simply change their mind. It is for this reason we ask that donors carefully consider their personal information and donation amount prior to completing the online donation form.

St Hilda's College is under no obligation to give refunds if an error has been made on the donor's part, but will endeavour to ensure that any genuine errors (such as the amount donated) are rectified.

Enquiries

If you would like further information about the way the College manages refunds, please contact the College's Chief Financial Officer.

Brenda Holt
Principal

Date

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