



Refund, Cancellation and Payment Policy

Current as at 30 August 2026. This policy applies to tuition contributions, activity costs, payments, donations and cancellations.

1. Purpose and Australian Consumer Law

This policy is intended to align with the Australian Consumer Law, including consumer guarantees that apply to services. Nothing in this policy excludes, restricts or modifies any guarantee, right or remedy that cannot lawfully be excluded.

Araya will not state or apply a blanket 'no refunds' rule. Refunds, credits or other remedies will be assessed consistently with this policy, the enrolment agreement, the circumstances of the service, and applicable consumer law.

2. Tuition Fees and Contributions

Tuition fees, term contributions, payment due dates and any payment-plan arrangements will be confirmed with families during enrolment or in writing. Parents and carers are responsible for ensuring account details are accurate and payments are made by the agreed due date.

If a family is experiencing financial difficulty, they should contact Araya as early as possible so a payment plan or other reasonable arrangement can be considered.

3. Activity Costs

Excursions, camps, special outings, competitions or external activities may require an additional parent contribution. Araya will advise families of the expected cost, date, purpose, permission requirements and cancellation conditions where practicable before payment is requested.

4. Cancellations by Families

A family may cancel enrolment or withdraw from an activity by giving written notice to Araya. Where notice is given before a term, session block or activity begins, Araya may offer a refund or credit after deducting reasonable costs already incurred or committed.

Where notice is given after services have started, Araya may calculate any refund or credit by considering sessions attended, resources supplied, staff and venue commitments, third-party costs, administrative costs and the reason for cancellation.

5. Cancellations or Changes by Araya

Araya may cancel, postpone, reschedule or modify a session or activity because of staff availability, venue issues, safety, weather, illness, low numbers, emergency, public health guidance or other operational needs. Where Araya cancels a paid service and no reasonable replacement is provided, Araya will consider an appropriate refund, credit or make-up session.

6. Consumer Guarantees and Remedies

If a service is not provided with due care and skill, is not fit for an agreed purpose, or is not supplied within a reasonable time where no time was agreed, a family may be entitled to a remedy under the Australian Consumer Law. The remedy will depend on whether the failure is major or minor and the circumstances of the service.

7. Donations and Sponsorships

Donations and sponsorships are generally voluntary contributions and are not tuition fees unless Araya confirms otherwise in writing. Refund requests for donations or sponsorships will be assessed case by case, including whether funds have already been committed to the intended purpose.

8. Requesting a Refund or Credit

Refund or credit requests should be made in writing to reception@arayatuition.com and include the student's name, payer's name, payment date, amount, reason for the request and preferred remedy. Araya will assess the request within a reasonable time.