



## **Wellington South Parents Centre Policy on refunds for antenatal classes**

### **Introduction**

Wellington South Parents Centre (“WSPC”) offers antenatal classes to pregnant women and their partners or support people. These classes run over seven evenings, or two successive Saturdays for Intensive courses.

For varying circumstances detailed below participants are sometimes unable to attend their antenatal class, or to complete a full set of classes. In certain circumstances they will qualify for a partial or full refund of the cost of the course.

### **Objectives**

The objective of this policy is to set out in what circumstances class participants will qualify for a course fee refund, and what proportion of the class fee will be refunded.

### **Circumstances in which a refund may be needed**

There are two broad types of circumstances in which a refund may be required – when participants do not make it to any of their planned antenatal classes, or when participants attend some but not all classes.

There are a number of reasons participants do not make it to classes:

- their baby may be born prior to the classes commencing or during the course of the class
- some medical difficulties intervene (e.g. protective hospitalisation) prior to the classes commencing or during the course of the class
- tragically their baby may die before the class commences or during the course of the class
- they move location (or other intervening non- medical cause which makes attendance difficult or inconvenient) before or during the class

In the case of the death of the baby, the course fee will be refunded in full. Parents may also request their WSPC membership be refunded, and/or may request no further contact from WSPC. The Antenatal Convenor must ascertain the parents’ requirements in each case.

When a baby is born early or other medical situation prevents attendance at class, parents are refunded all or part of the course fee, but not their WSPC membership, as membership benefits will continue for them.

For all other reasons for non-attendance, refund of course fees may be provided at the WSPC antenatal committee’s discretion (case by case), or will be given if sufficient notice is given to enable replacement enrolments to be obtained – usually 3 months. Once the class starts, no refund will be given (except at the WSPC antenatal committee’s discretion (case by case)). WSPC membership will not be refunded (except at the WSPC antenatal committee’s discretion (case by case)), although WSPC is happy to process any requested transfer of membership to another Parents Centre.

## Refund policy

<b>Level of attendance</b>	<b>Cause</b>	<b>Appropriate refund</b>
Attend no classes	Death of baby	Refund of class fee, refund of WSPC membership fee if requested
Attend some or all classes	Death of baby	Refund of class fee, refund of WSPC membership fee if requested
Attend no classes	Early birth of baby or hospitalisation etc	Refund of class fee
Attend two or less classes	Early birth of baby or hospitalisation etc	Refund of class fee
Attend between three and five classes OR Attend one Saturday class for Intensive course	Early birth of baby or hospitalisation etc	50% refund of class fee
Attend six classes	Early birth of baby or hospitalisation etc	No refund

This policy was agreed by the WSPC Committee on \_\_\_\_\_ 2004  
It is due for revision in July 2006.

Signed (President)

Date: