


OPERATIONAL POLICY

Refunds	Adopted By CEO		
	Date/s Revised:		
	Next Review Date:	06/25	
	Document No:	CP050	
	Directorate:	Finance & Corporate Services	
	Responsible Officer:	Manager, Finance & Corporate Services	

CONTEXT

Under Australian Consumer Law, if a product or service that is brought fails to meet a [consumer guarantee](#), a customer has the right to ask for a repair, replacement or refund.

PURPOSE

The purpose of this policy is to provide guidance to Council officers and to set out clear conditions for when customers request a refund for a payment made to the Borough of Queenscliffe.

This policy applies to all refunds, chargebacks, reimbursements or any other payment required to be made to a customer of the Borough of Queenscliffe Council, including Council caravan parks and the Queenscliff Visitor Information Centre.

DEFINITIONS

For the purposes of this policy, the following definitions apply:

- Debtor account** is the account of a customer who owes Council money.
- Refund** is the amount of money that is repaid to a customer for goods or a service that fails meet a consumer guarantee.
- Reimbursement** is the amount of money that is repaid to a customer for a good or service that has been spent on behalf of the Borough of Queenscliffe.
- Chargeback** Repaying an amount to a customer back onto the credit card that was used to purchase the good or service.
- Proof of Purchase** is a copy of a valid tax invoice receipt showing that payment has been made.

POLICY

1. Individual provisions or legislative requirements will apply to the issuing of refunds by different business operations of Council. This could include things such as required notification periods for cancellations. Refer to the Queenscliff Tourist Parks and Queenscliff Visitor Information centre for specific terms and conditions regarding cancellations and refunds.

2. If a customer believes they are entitled to a refund, they should send all relevant details in a written request to the Borough of Queenscliffe. These can be electronic via email to the relevant business unit.
3. Duplicate payments or overpayments made in error relating to a Council service or infringement will be refunded within 30 days of the refund application.
4. Proof of purchase must be provided for all merchandise exchanges or refunds.
5. Council will not issue refunds via cheque or cash. Bank details must be confirmed in written form (preferably electronically via email) for the payment to be made via electronic funds transfer.
6. Where a payment has been made via a credit card/debit card, the refund will be charged back against that card where practicable.
7. Council is not required to give refunds where a customer has had a change of mind or made a wrong decision.
8. Refunds may be issued where the services have been wrongly described, miscalculated, cancelled or incorrect information provided. Proof of purchase must be supplied.
9. Refunds will be issued where goods and services are faulty, wrongly described, different from a sample shown to the customer or don't do what they are supposed to. A receipt must be retained for proof of purchase.
10. Where applicable, customers can choose between a refund, exchange or credit within the same service category.
11. Refunds will only be made to the person who made the payment or to whom the customer account's name is in. In addition, a request for refund can be made by an authorised representative. If the customer is a minor, a parent/guardian can request a refund on the minor's behalf. Proof may be required to verify this.

CONTINUOUS IMPROVEMENT

This policy will be reviewed on a continuous basis, but as a minimum every 4 years.

OTHER REFERENCES

Consumer Affairs Victoria <https://www.consumer.vic.gov.au/>

Australian Competition & Consumer Commission

<https://www.accc.gov.au/consumers/consumer-rights-guarantees/repair-replace-refund>

CP016 Reimbursement of Expenses of Councillors and Members of Delegated Committees

SOP038 Credit Cards

Queenscliff Tourist Parks Cancellations Terms and Conditions [Bookings | Borough of Queenscliffe](#)

Queenscliff Visitor Information Centre Cancellation Terms and Conditions

END

A handwritten signature in blue ink, appearing to read 'MG', with a long, sweeping horizontal stroke extending to the right.

Approved
Martin Gill
Chief Executive Officer
Date: 19 August 2022