

## REFUND APPLICATION FORM

Council is collecting your personal information (e.g. name, address, phone number etc), for the purposes as outlined on this form. This information will only be accessed by authorised Council officers and will be handled in accordance with Council's Privacy Statement governed by the *Information Privacy Act 2009*. Visit <https://www.bundaberg.qld.gov.au/privacy> for further information.

Return to Bundaberg Regional Council, Venues & Facilities Section, PO Box 3130, Bundaberg Qld 4670.

**All refunds are returned by cheque. Please allow 10 – 14 working days for processing.**

Bond

Hire Fees

Name to Appear on Cheque (this must match name on receipt)		
Postal Address for Cheque		
Contact Numbers	Ph:	Mobile:

Venue Hired		
Date/s Hired	From:	To:

Costs of any excess cleaning, damages of any type, loss of equipment, or unauthorised use of equipment, is to be recovered from the Bond.

Council refunds monies by cheque for "one off" bookings, while regular hirers will have their monthly invoice adjusted. Refunds will be calculated as follows:

Regular Hirers

- Upon receipt of 14 or more days written *or email* notice of cancellation, full facility hire fees will be waived.
- Upon receipt of less than 14 days written *or email* notice of cancellation, normal hire fees will be charged.

"One Off" Bookings

- Upon receipt of 30 or more days written or email notice of cancellation, full bond fees will be refunded, together with 90% of the hire fee.
- Upon receipt of less than 30 days written or email notice of cancellation, 100% of the hire fee will be forfeited, and the bond refunded.

Please provide details of your request for refund below, eg. reason for late cancellation

I hereby certify that the information provided in the above statement is true and correct.

**Signature:**

**Date:**

OFFICE USE ONLY			
Amount to be refunded		Receipt No.	
Authorised By			