

# COMMUNITY CHILD CARE CO-OPERATIVE

LTD. (NSW)

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## Pricing Policy

All of our prices are in Australian dollars (AUD) and include GST (Goods and services tax).

## Refund Policy

If you can't attend a course due to unplanned events, you can send someone else from your service. If you wish to cancel completely, you must notify us by email, fax or mail, 7 working days in advance, and we will refund your fee, less \$10 for administration. If you cancel with under 7 working days notice, or do not attend, we cannot give you a refund and/or you must pay. Children's Services Central reserves the right to change arrangements. If a course is cancelled, we will advise you as soon as possible and offer you an alternative.

## Security Policy

When purchasing from Community Child Care Co-operative your financial details are passed through a secure server using the latest 128-bit SSL (secure sockets layer) encryption technology. 128-bit SSL encryption is the current industry standard. If you have any questions regarding our security policy, please contact us at [info@cccnsw.org.au](mailto:info@cccnsw.org.au).

## Customer Service Policy

Community Child Care Co-operative is committed to providing exceptional customer service and quality products. We endeavour to make sure that all courses listed on our website are currently available and pricing is true and correct. Children's Services Central reserves the right to change arrangements. If a course is cancelled, we will advise you as soon as possible and offer you an alternative or provide a full refund or credit at your request.