

BÜCHNER HAUS ACADEMY

Refund Policy

Fees, withdrawals and refunds

Effective: 14 August 2026
Noosa, QLD, Australia

BÜCHNER HAUS
ACADEMY
B

Policy ID	BHA-POL-002	Version	1.0
Effective date	14 August 2026	Review date	14 August 2027
Policy owner	Academy Director	Applies to	Students, staff and relevant third parties

Buchner Haus Pty Ltd (ABN 18 700 492 717) trading as Büchner Haus Academy

Büchner Haus Academy is committed to professional, transparent and student-centred education. This policy applies to the Academy's makeup and beauty courses, masterclasses and workshops, and is designed to meet our obligations under Australian consumer, privacy, anti-discrimination and work health and safety law.

01

Purpose

To provide a clear, fair and transparent approach to refunds, withdrawals, cancellations, deferrals and prepaid fees, while preserving students' rights under the Australian Consumer Law.

02

Scope

This policy applies to tuition and course fees paid directly to Büchner Haus Academy for education and training services. It should be read with the student's enrolment agreement and current Schedule of Fees.

03

Core principles

- Fees, payment terms and refund conditions will be disclosed before enrolment or payment.
- No term of this policy excludes or limits rights that cannot lawfully be excluded under the Australian Consumer Law or other legislation.
- Refunds will be calculated transparently, taking into account services already delivered, prepaid services not yet delivered and any reasonable, clearly disclosed non-refundable amount.
- Special circumstances will be considered fairly and on their individual facts.
- Prepaid fees are held responsibly and payment schedules are structured so that students are not asked to pay large amounts far in advance of the services being delivered.

04

If Büchner Haus Academy cancels or cannot deliver

If the Academy cancels a course before commencement, or is unable to continue delivering services for which a student has paid, the Academy will offer an appropriate remedy. Depending on the circumstances, this may include:

- a full refund of fees paid for services that will not be delivered;

- transfer to an equivalent or suitable alternative course or intake, with the student's agreement and no additional charge for the equivalent services; or
- another remedy agreed with the student that is consistent with consumer law.

A student will not be required to accept a transfer instead of a refund where the law entitles the student to a refund.

05

Student withdrawal before course commencement

A student who wishes to withdraw before commencement should notify the Academy in writing as early as possible. Unless different terms were clearly disclosed before enrolment, prepaid tuition for services not yet delivered will be refundable, less any reasonable non-refundable application or enrolment fee that was specifically disclosed before payment and reflects genuine administrative costs.

06

Student withdrawal after course commencement

After commencement, no refund is ordinarily payable for training, resources or services already supplied. Fees paid in advance for substantial services not yet delivered will be reviewed and refunded where appropriate, less any outstanding amounts and reasonable, disclosed costs that the Academy is lawfully entitled to retain.

Where a student has entered a payment plan, withdrawal does not automatically extinguish amounts already due for services delivered. The Academy will provide a written calculation on request.

07

Deferral or transfer

A request to defer to a later intake or transfer to another suitable Academy course will be considered subject to availability, course rules and any expiry period stated in the enrolment agreement. Fees already paid may be transferred to the new enrolment where the Academy approves the request. Any difference in course price or unavoidable third-party cost will be discussed before the transfer is confirmed.

08

Special circumstances

The Academy may approve a full or partial refund, fee credit, deferral or alternative arrangement where serious or compassionate circumstances materially affect a student's ability to participate. Examples may include significant personal hardship, unexpected caring responsibilities, serious injury or other circumstances outside the student's reasonable control. Evidence may be requested where it is reasonable and proportionate to do so.

09

How to request a refund

1. Submit the request in writing to hello@buchnerhausofmakeup.com, or ask the Academy for an accessible alternative method.
2. Include the student name, course, reason for the request, relevant dates and any supporting information the student wishes the Academy to consider.
3. The Academy will acknowledge the request as soon as practicable and ordinarily within 5 business days.
4. The Academy will provide a written decision and calculation, ordinarily within 20 business days after receiving the information reasonably required to decide the request.
5. Approved refunds will ordinarily be returned to the original payer and payment method where practicable.

10

Disputes about refunds

A student who disagrees with a refund decision may request review under the Complaints and Appeals Policy. This does not restrict any external consumer or legal rights available to the student, including the right to contact the Queensland Office of Fair Trading.

Related legislation and standards

- Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth))

Note. This policy is intended to operate alongside all laws and contractual obligations that apply to Büchner Haus Academy at the relevant time. If there is an inconsistency, the applicable law prevails.

Policy review and continuous improvement

This policy will be reviewed at least annually, and earlier where legislation, course offerings, delivery arrangements, student feedback, incidents, complaints or identified risks indicate that a change is required. Material changes will be communicated to affected students as soon as practicable.

Contact us

Büchner Haus Academy

Noosa, QLD

Email: hello@buchnerhausofmakeup.com

Phone: 0478 821 921