

## **SYDNEY MECHANICS' SCHOOL OF ARTS (SMSA)**

### **SMSA Membership Refund Policy**

#### **POLICY STATEMENT**

The SMSA refund policy in relation to membership fees only.

#### **ELIGIBILITY**

All new members are entitled to a 28-day 'cooling-off' period from the date of purchase  
Members can request a full refund (100% of the subscription paid) within this period  
Refund requests made after the 28-day period will not be eligible

Existing members may request a refund within 28 days of the beginning of a membership year.

#### **REFUND PROCESS**

Members can request a refund through the following methods:

In person at the SMSA library

By contacting the SMSA enquiry portal or phone

For credit card payments: Refunds will be processed back to the original payment card

For cash payments: Cash refunds can be collected from the SMSA library

#### **ADDITIONAL TERMS**

Membership access, including Library borrowing privileges, digital subscriptions and access to Member Groups and SMSA film screenings will be terminated upon refund processing.

This policy is subject to change with appropriate notice to members.