

Refund Policy

All clients are responsible for meeting their financial obligations to Goldbridge.

Financial contributions to therapy must be paid two weeks in advance at all times.

Therapeutic Community (TC) Program

This policy is in place to ensure that all persons admitted to the TC program are aware of what Contribution-to-Therapy refund may be available if they leave.

If a client ceases treatment after admission, either voluntarily or discharged for any reason whatsoever:

- They will not be financially reimbursed for treatment received
- They will not be financially reimbursed for any 'Contribution to Therapy' payment paid in advance for the fortnight

When a client exits, the balance of any Trust Fund, after any outstanding payments for 'Contribution to Therapy', pharmaceuticals etc are deducted will be reimbursed

- An online refund will be available within two office business working days of exit

Transition-to-Community Program

This Policy is in place to ensure that Transition clients are aware of what Contribution-to-Therapy refund may be available when they leave the program.

The following guidelines must be followed:

- Two weeks' notice - given in writing
- Exit date must be a Friday, Saturday or Sunday
- If the Exit Date is in the middle of the Contribution-to-Therapy fortnight – there will be one week refund given
- If the Exit Date is at the end of the Contribution-to-Therapy fortnight – there is no refund
- If a client leaves mid-week, there will be no refund given for the remainder of that week
- An online refund will be available within two office business working days of exit

Donations

This Policy is in place to ensure that any person wishing to make a monetary donation is aware that;

- Goldbridge is registered as a charitable organisation
- All donations above \$2.00 are tax deductible
- Goldbridge cannot refund donations once received