



# REFUND POLICY

## REFUND CLAIMED BY RESIDENTS

A refund, due to an early departure, will only be processed by Electronic Funds Transfer (EFT).

This means that it may take up to 3 business days before the funds appear in your nominated bank account.

If you make a payment in cash, you will not be able to receive a refund in cash. AHL only keeps minimal cash at our hostels.

## REFUND CLAIMED BY LEGAL HEIR OF DECEASED RESIDENT

For the return of an unexpended tariff, prepaid by a deceased hostel resident to Aboriginal Hostels Limited (AHL), AHL will contact the relevant Public Trustee's Office or equivalent in each state/ territory to inform possession of the deceased estate.

AHL will refer all requests for payment of the unexpended tariff from next of kin to the relevant Public Trustee's Office. AHL will not determine the beneficiaries of the deceased estate. AHL will seek directions and confirmation from the relevant Public Trustee's Office for payment of unexpended tariff.

AHL will authenticate the order for probate or letter of administration for the deceased estate and verify the identity of the executor or administrator of the deceased estate.

For current contact details of Public Trustees in Australia, please refer to the applicable public trustee in your state or territory:

- QLD: [Home - The Public Trustee of Queensland \(pt.qld.gov.au\)](https://www.pt.qld.gov.au)
- NSW: [NSW Trustee and Guardian | Wills & Powers of Attorney](#)
- VIC: [Wills & Power of Attorney Services - State Trustees VIC](#)
- TAS: [Home - Public Trustee](#)
- SA: [Public Trustee | Public Trustee](#)
- WA: [Public Trustee \(www.wa.gov.au\)](https://www.wa.gov.au)
- NT: [About the Public Trustee | NT.GOV.AU](#)
- ACT: [Home - Public Trustee and Guardian \(act.gov.au\)](https://act.gov.au)

Thank you for your cooperation and understanding.

