



AHL
ACCOMMODATION

For Australia's First Peoples

Refund Policy

Refund claimed by resident

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 does not keep cash on the premises.

Refund claimed by legal heir of deceased resident

For return of 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 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 estate of a deceased. For current contact detail of Public Trustees in Australia – please refer to:

<https://www.publictrusteesaustralia.com/>

Thank you for your cooperation and understanding.

AHL Management