



Application for refund of cat and dog registration fees

If you have any specific enquiries regarding how to complete this form please contact Council's Licensing & Approvals Section on (07) 5581 6668

Collection Notice: Council requires the personal information requested on this form for the purpose of assessing your application and administering licenses and approvals in the city. The information will not be disclosed to any other party unless required by law.

Please complete all section of this application in **BLOCK LETTERS** and tick boxes where applicable.

Section 1 – Applicant details

Applicant must be animal owner	Full name		
	Residential address:		
	Postal address:		Postcode:
	Phone number:		

Section 2 – Animal details

Please identify which animal the refund request is applicable to	Cat/dog name:	Breed:	Sex:	Tag no:
	Cat/dog name:	Breed:	Sex:	Tag no:

Section 3 – Reason for refund request

Provide reason for refund application	<input type="checkbox"/> Animal deceased	<input type="checkbox"/> No longer in possession	<input type="checkbox"/> Surrender to AWL
	<input type="checkbox"/> Animal now de-sexed (proof of de-sexing required)	Date surrendered: _____	
	<input type="checkbox"/> Pension concession now obtained (proof of concession required)	Pension No: _____	
	<input type="checkbox"/> Other - Please supply details: _____		

Section 4 – Refund payment option

Identify preferred method of payment	Please advise the preferred method of payment should the refund be approved		
	<input type="checkbox"/> Cheque (please allow 2-3 weeks for processing)		
	<input type="checkbox"/> Transfer refund as a credit against rate account		
	<input type="checkbox"/> Transfer via direct debit – A copy of your bank details showing the Bank name, BSB, Account number, and account name will be required to be submitted with this application		

Section 4 – Signature of applicant

Signature Required	I certify that the above information, to the best of my knowledge, is correct		
	Signature of applicant _____ Date ____/____/____		

Office use only

Applicant no:	Entity no:	Amount paid \$
Receipt no:	Date paid:	Refund Y / N
S/C	<input type="checkbox"/> Cheque <input type="checkbox"/> Transfer – RA# <input type="checkbox"/> DDebit	Refund amount\$
Processing officer:	Date	Verifying officer: Date

Criteria for refunds

A refund can only be processed if the request fits in one of the criteria below.

Refund of Fees - Annual Cat / Dog Registrations

- a) That where a registration is cancelled a refund of 50% of the fee paid be made where such cancellation is made in the first half of the registration period that is between 1 September and last day of February next.
- b) That where a cat / dog becomes qualified for a lower registration fee due to the receipt of concessional privileges and/or Pensioner discount, a refund of the difference between the fee paid and the relevant lower fee be made where such qualification is obtained in the first half of the registration period.
- c) No refund to be processed should a registration be cancelled or qualification obtained in the second half of the registration period that is 1 March and 31 August next.

Refund of Fees - Triennial Cat / Dog Registrations

- a) That where registration is cancelled within the first half of the registration period a refund of 50% of the fee paid, be actioned upon receipt of written application.
- b) That where a cat / dog becomes qualified for a lower registration fee due to the receipt of concessional privileges and/or Pensioner discount, a refund of the difference between the fee paid and the relevant lower fee be made where such qualification is obtained in the first half of the registration period, provided that the renewal fee was paid prior to the issue of a final notice.
- c) No refund to be processed should registration be cancelled or qualification obtained in the second half of the registration period.

Refund Processing

Please allow 2-3 weeks for processing

Cheque

A cheque will be issued to the animal owner/s at the postal address supplied. Please allow 2-3 weeks for processing

Transfer of refund to rate account

The rate account must be in the same name as the animal registration. The animal owner must also be the property owner (single or joint).

Transfer via Direct Debit

This option can only be affected should the requested information be provided. A copy of a bank statement (or similar) with details of the bank, BSB and account number and account owner name must be submitted. Should these details not be supplied then the refund will default to a cheque being issued.