



Cancellation & Refunds for Fee for Service Courses Policy

Purpose:

To describe the process of cancellations and refunds to students, participants or companies, this policy shall be advised to clients prior to enrolment.

Scope:

Applies to funds paid in advance or owing to the CCF VIC's training division operating under the trading name Civil Train. Civil Train Victoria ensures the protection of all fees and aims to provide clear and accessible information to students about fees and charges prior to and throughout their enrolment and/or other involvement with Civil Train Victoria

Cancellations (Fee for Service):

NOTE: All cancellations are to be in writing and addressed to the Training Co-ordinator of Civil Train. All cancellations must meet the Policy Terms & Conditions of CCF VIC.

- If a booking is cancelled with at least 7 days notice before the scheduled course delivery date, a full refund will be issued and there are no additional charges.
- If the booking is cancelled less than 7 days before the scheduled course delivery date, there are no refunds given. If possible, the booking may be transferred to another scheduled course delivery date for a fee of \$75.00.
- Cancellation of bookings advised to CCF VIC within 72 hours of scheduled course delivery date are not entitled to a refund or transfer, however substitution is possible.
- Cancellation or Non-Attendance on the day of course delivery date does not qualify for transfer or refund. Should non attendance be due to sickness, a medical certificate must be provided. The person can be transferred to the next available course.

Note: At the discretion of the trainer, late arrivals to the course may be viewed as Non-Attendance.

- If the CCF finds it necessary to cancel a course due to the required level of bookings not being met or due to circumstances beyond their control, all fees paid will be refunded or the booking transferred, where possible.

Cancellations for On Site Training:

- If an Onsite booking is cancelled with at least 7 days notice before the scheduled course delivery date and payment has been received, a full refund is issued on payment received and there are no additional charges.
- If the booking is cancelled between 72 hours and less than 7 days before the scheduled course delivery date or the date of delivery is changed, this will incur an administration fee of \$500.00+GST.

- Cancellations of bookings advised to CCF VIC within 48 hours of the scheduled course delivery date are not entitled to a refund and the full course cost will be charged.
- Non-Attendance on the day of course delivery date, does not qualify for transfer or refund.
- If the CCF finds it necessary to cancel a course due to circumstances beyond their control, all fees paid will be refunded or the booking transferred, where possible.