

Course Cancellation and Refund Policy

PURPOSE AND SCOPE

PARASOL has a refund policy that is fair and equitable, and the policy is made available to all enrolled participants. This Policy relates to First Aid Training delivered in Canberra.

STANDARD REQUIREMENTS

1. Cancelled Courses

If PARASOL cancels a training course, participants are entitled to a full refund or transfer of fees to a future training course.

2. Enrolled Participant Withdraws from a Course

- a. If a participant who has enrolled and paid for training decides not to attend the course for any reason, the participant must notify their withdrawal from the training in writing to PARASOL.
- b. Participants must apply for the refund directly by email to canberra@parasol.edu.au or mail to 5/2 Trevillian Quay Kingston ACT 2604
- c. Should a cancellation be advised **more than 10** working days prior to the course, an 80% refund will apply. Substitutions or transfers can be made without penalty.
- d. Should a cancellation be advised **less than 10** working days prior to the course, no refund will be given but substitutions or transfers can be made without penalty.
- e. If a participant enrolls fully, including stating they can meet the course requirements, pays, and attends a course but is then unable to complete the course requirements due to not meeting the advertised prerequisites or course entry requirements then no refund will be given.
- f. If a participant enrolls fully, including stating that they are able to meet the course requirements and pays and attends a course but is then unable to meet the advertised prerequisites or course entry requirements due to a change in circumstances. Then on evidence in writing from a Medical Practitioner of injury or incapacitation, PARASOL will refund 80% of the course fee or transfer fees to a future training course.

3. PARASOL applies a Non-Refundable Deposit of 20% to ALL Course Fees

4. In the Event of Unforeseen Circumstances, a refund may be given at the discretion of the General Manager or their designated substitute.

5. Participant Withdraws after Commencement of a Course
 - a. Once a participant has commenced training – no refund is applicable should any person leave before completion of the training, unless due to mitigating circumstances (Medical Certificate or extreme personal hardship is demonstrated). In such cases, Clause 4 may apply or the participant if applicable and within 3 months of initial training date be able to finalise the incomplete training in the future.