

Cancellation and Refund of Course Registration (Enrolment Fees) Policy

The following identifies the terms and conditions by which a candidate in a Surf Life Saving Western Australia Inc. (SLSWA) training course may seek a refund on course registration fees paid.

It is important that candidates and private clients (group bookings) read this policy carefully.

REFUND POLICY

The refund/cancellation policy provides individuals with details of fees and charges applicable to the cancellation or refund of SLSWA Training courses. The fee schedule refers directly to circumstances surrounding the cancellation or refund of an enrolment.

Online Course Bookings

The fee schedule is as follows:

1. Cancellation more than 7 days prior to the commencement of a course will result in a full refund and must be made in writing to training@sllswa.com.au by the Client.
2. Up to two requests for an enrolment transfer (course date change) made at least 48 hours prior to the scheduled course commencement will incur no charge. Subsequent requests for changes to enrolment date will incur a \$20 fee.
3. Cancellation and course transfer less than 48 hours prior to the commencement of the course will result in no refund or transfer of enrolment.
4. Enrolment cancellation or transfer requests after the commencement of the course will result in no refund.

Private Course Bookings

1. Please advise SLSWA of amendments or cancellations at least seven (7) days prior to commencement of the course.
2. Cancellation less than 24 hours (1 business day) before the commencement of the course will result in the full cost of the course being charged. This is necessary, due to training costs incurred by SLSWA.

Should SLSWA cancel a scheduled a course, the candidate may transfer to a course offering the same unit of competency at no additional charge or receive a full refund.

EXCEPTIONS

1. In extenuating circumstances, fees applicable to cancellations or transfers may be waived. Immediate contact should be made with Surf Life Saving Western Australia Inc.
2. Candidates who transgress the student behaviour expectations policy and are requested to leave a course will not be refunded their course fees

THIRD PARTY AGREEMENTS

SLSWA Third Parties are not charged until the certificates are issued back to the Third Party and then an invoice is raised. (No payment is taken prior to delivery or assessment).