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CANCELLATION AND TRANSFER POLICY

This policy is designed to inform students undertaking training at First Aid Certification and Training. This policy outlines the rights of the students and the duties of the Staff at First Aid Certification and Training.

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TRANSFERRING COURSE DATES

Should you wish to transfer your training commitment prior to the training date, you will be permitted to transfer to the same course within the following 2 months from original course date.

- a. More than 3 business days' notice of transfer will incur a \$22 admin fee per person admin fee will apply
- b. Less than 3 business days' notice transfers not permitted

If the original course has been previously transferred or rescheduled no refunds or further transfers will be offered. One Transfer per course booking.

TRANSFERRING COURSES WITH A DOCTOR'S CERTIFICATE

Students may reschedule if they are able to supply a doctor's certificate only (pharmacy letters are not permitted) via email on the day of training by 4pm. All transfers must be made in writing to info@factadelaide.com. NO REFUNDS only transfers. Text messages or voice messages will not be accepted.

REQUESTING TRANSFERS

All Transfers must be requested in writing and then confirmed by our administration staff at info@factadelaide.com 3 or more business days prior to course start date and start time. Phone transfers, text messages or voice messages are not accepted.

A transfer form is required to be completed before the transfer can be completed. Failure to supply the transfer request form means the transfer will not be granted.

NOMINATING ANOTHER PERSON TO TAKE YOUR PLACE ON A COURSE

If, after booking a course you are unable to attend, you are welcome to nominate someone else to attend in your place at no additional cost (conditions apply see below). All Transfers must be requested in writing and then confirmed by our administration staff at info@factadelaide.com 3 or more business days prior to the course start date and start time.

- a. More than 3 business days' notice of transfer to someone else will incur a \$10 per person admin fee will apply
- b. Less than 3 business days' notice of transfer to someone else will incur a \$22 per person admin fee will apply

If the original course has been previously transferred or rescheduled no refunds or further transfers will be offered. One Transfer per course booking. Transfers are not permitted to another person after course date has passed.

REFUNDS

All cancellations/refunds must be requested in writing by completing a refund form (available within enrolment email or through our website: [FAQs>Forms](#)) and then confirmed by our administration staff at info@factadelaide.com 3 or more business days prior to course start date and start time.

Effective date for transfers or cancellations is the date and time of your email to our nearest business hour not the time you sent it. Weekend, after hours and public holiday emails and phone calls will not be answered outside normal trading hours which are as follows: 08.30AM-04.00PM Monday to Friday. Our phone messaging system is not monitored, please use our enquiry form on website or email us at info@factadelaide.com

A refund may not be granted if the student fails to comply with all relevant terms and conditions. The student has the right to appeal the decision if they can supply additional evidence. All new evidence will be considered, and a decision will be made. The student will be notified of that decision via email.

Refunds will not be granted if any student is removed from the premise for any reason no exemptions, these reasons include but are not limited to:

- a. Disruptive and/or destructive behaviour
- b. Aggression towards staff or other students
- c. Using smart devices to cheat or translate

A refund will not be granted if the student provides false information in their booking and/or enrolment process. Students that are unable to provide sufficient evidence on the day that they are permitted to take part in the training will not be entitled to a refund.

CANCELLATION FEES:

Where refunds are permitted, an administration fee of \$22 will be deducted from the original payment made.

Refund not permitted reasons may include but are not limited to:

- a. Less than 3 Business Days' notice for cancellations and/or
- b. Failure to attend (on time or at all)

STUDENT ARRIVAL TIME AND REFUNDS OR RESCHEDULING:

Failure to turn up to your nominated course on time means that there will be no refund.

Any students arriving more than 15 minutes after the nominated Registration course start time will not be allowed to enter. This preserves everyone's right to receive the training and assessment that they have enrolled and paid for without the constant interruption of students who are late. The full course cost will apply.

Monday, Wednesday and Friday white card courses start promptly at 08.30am.
Registration Time from 8.00am-8.15am.

Saturday and public holiday courses start promptly at 08.00am.
Registration Time from 7.30am-7.45am.

Tuesday and Thursday First Aid Courses start promptly at 08.30am.
Registration Time from 8.00am-8.15am.

We require all students to arrive at least 15 mins prior to start time to have their photo ID (Immicard, Driver's License, Proof of Age or Passport) and enrolment scanned and checked. Australian citizens should also bring their Medicare card or other form of evidence of citizenship (e.g. birth certificate). Photos or scanned copies of ID will not be accepted.

Students may reschedule at no fee if they are able to supply a doctor's certificate, this can be sent via email on the day of training by 4pm. All transfers must be made in writing to info@factadelaide.com. No refunds, only transfers. Text messages and/or voice messages will not be accepted.

WEEKEND AND PUBLIC HOLIDAY TRAINING.

On occasion, First Aid Certification and Training run weekend and public holiday courses. The terms and conditions for these courses will be slightly different to those courses run on weekdays.

- a. No transfers to a different day once booked.
- b. No changes to the original booking.
- c. No refunds once the booking has been completed.
- d. Courses will start promptly at the nominated time (indicated in original booking email) late comers will not be allowed entry nor will they be eligible for a refund.
- e. Arrive at least 15mins prior to course commencement to avoid disappointment if late.
- f. Current Photo ID (Immicard, Driver's License, Proof of age or Passport) is mandatory when completing a course. Failure to present ID will result in not taking part of training on the day. Australian citizens should also bring their Medicare card or other form of evidence of citizenship (e.g. birth certificate). No refunds will be given.