



FACT ADELAIDE • STUDENT POLICY

Cancellation and Transfer Policy

Changing bookings, attendance and fees

FACT-POL-03 | Revision 2026.1-D03

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Policy owner: Allan Bartlett, Course Director

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FORMAL APPROVAL AND PUBLICATION PENDING

Simplified from D02 on 6 September 2026.
Agreed conditions retained; cost validation pending.

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Cancellation and Transfer Policy

Changing your booking, arriving on time and understanding fees

FACT-POL-03 | 2026.1-D03 | Simplified draft | Approval pending

This policy covers cancellations, transfers and replacement students. Read it with the Refund Policy (FACT-POL-13), which decides refund eligibility and payment. The same rules apply to weekday, weekend and public holiday courses.

The terms accepted when you booked apply. Later changes cannot increase your fee or remove an agreed benefit for that booking. Your legal rights take priority over any conflicting term.

1. Tell us and check the deadline

Email info@factadelaide.com with your name, booking reference, course date and requested change. For help, call (08) 7226 5936. Staff can record your request and confirm it in writing. The form is optional. Do not send full card details or unnecessary medical information.

Notice counts when our email system receives it, even outside office hours, or when staff receive and record it. Keep delivery evidence. Contact us if we have not acknowledged it within two business days. Bounced messages are not delivered; we consider evidence of system failures fairly.

Business days are Monday to Friday, excluding South Australian public holidays. Use Adelaide time. For three business days' notice, count back three business dates from your course date, keeping the same start time. Receipt exactly at the deadline qualifies.

Example: a Tuesday 8:30 am course has a Thursday 8:30 am deadline the previous week, if there are no public holidays. These deadlines do not limit legal remedies or consideration of exceptional circumstances.

2. Moving to another date

A standard-price booking can be moved once to the same course with at least three business days' notice. The fee is \$50, subject to the fee limits below. Choose an available date within two calendar months of the original session. We confirm the date and fee in writing before the transfer takes effect.

If no suitable date is available, keep the original booking or request cancellation under the Refund Policy. Discounted bookings and late requests have no automatic change-of-mind transfer entitlement. Illness and FACT-cancellation options still apply.

A transfer does not restart the original cancellation deadline or create a new change-of-mind refund right. Any later cancellation uses the original session date. We credit earlier change fees against cancellation charges for the same work.

3. Sending another student

One substitution is allowed before the course starts. It costs \$10 with at least three business days' notice, or \$50 with less notice, subject to the fee limits below. We must have time to check the replacement's enrolment, identity, suitability and prerequisites.

Discounted bookings qualify unless the discount is personal to the original student. We explain any price difference first. Substitution is not available after the original student attends or uses personal assessment access. Records and assessment work cannot pass to another person. If checks cannot be completed in time, we explain why and consider other available options.

4. Illness, emergencies and late arrival

Tell us before the course starts if possible, otherwise as soon as reasonably practicable. For genuine illness or an exceptional event, management will consider a free rebooking, including discounted bookings. If FACT sends you home unwell, we offer a free rebooking.

Provide requested evidence within two business days of your request where possible. We allow reasonable extensions for illness or difficulties obtaining evidence. Verifiable telehealth certificates and reasonable alternatives are considered. Evidence should confirm you could not attend on the course date; a diagnosis or detailed symptoms are not normally needed. There is no absolute same-day 4 pm certificate rule.

Rebooking is normally within two calendar months; we allow longer for recovery or our timetable. Illness does not automatically entitle you to cash back. The Refund Policy and Sickness and Absence Policy (FACT-POL-19) apply. Health information is handled under our Privacy and Student Records policies.

Arrive early enough to check in and be ready. Classroom entry closes at the scheduled start time. Late arrivals are not normally admitted after training begins. We consider exceptional circumstances and reasonable adjustments individually without removing essential training or assessment requirements.

Missing required training or clearly disclosed entry requirements may prevent you joining or finishing. We consider safety and missed assessment requirements individually. Ordinary no-shows do not automatically receive a refund or free transfer. We record the reason and explain review options.

5. How fees are worked out

The table on the next page shows proposed maximum deductions for standard-price voluntary cancellations received at least three business days before the original course. Refund eligibility is decided under the Refund Policy. The table does not create refund rights for late cancellations, no-shows or discounted bookings.

We use the lowest of the amount disclosed, the amount paid for the affected booking, and a reasonable amount for the work, unrecoverable costs or actual loss. We allow for savings and replacement bookings. This fairness check also applies when considering keeping the full payment for a late cancellation, no-show or discounted booking.

We do not charge twice for the same work or loss, or add another form, materials-access or administration fee for the same change. For an unlisted course, a specific approved cancellation amount must be disclosed before payment. Without one, no administration deduction applies to an otherwise eligible early-cancellation refund.

No cancellation or change fee applies if FACT cancels, materially changes the service without your agreement, provides a free illness rebooking, or a legal remedy requires the refund or change. Complaining, appealing or making a lawful payment dispute does not attract a fee. FACT-cancellation refund choices follow the Refund Policy.

6. Cancellation fee schedule

All amounts are Australian dollars and include any applicable tax. These proposed maximum deductions need cost validation and formal approval before use. This table does not confirm which courses FACT is authorised to deliver.

Booked course type	Maximum deduction
CPR	\$25
Basic emergency life support	\$40
Provide first aid	\$45
First aid in an education and care setting	\$45
Advanced first aid	\$80
Advanced resuscitation and oxygen therapy	\$90
Low voltage rescue	\$50
Low voltage rescue plus CPR	\$65
White Card	\$50
RIIWHS204E Work safely at heights	\$100
Manual handling	\$40
Certificate IV in Work Health and Safety	\$500
Diploma of Work Health and Safety	\$500
Forklift	\$150

Change fees: one voluntary transfer \$50; one substitution \$10 with at least three business days' notice, otherwise \$50. The fee limits in section 5 apply.

7. Group bookings and decisions

A private-group quote must state minimum numbers, deposits, notice periods and how cancellation charges are calculated before acceptance. We do not add an undisclosed penalty or combine group and individual charges for the same loss. Otherwise, the ordinary disclosed terms apply to each booking. Agreed variations must comply with the law.

We confirm decisions, calculations, the booking terms used and review options in writing. We record exceptions and reasons so similar cases are treated consistently. Refund handling follows the Refund Policy. If you disagree, use our Complaints or Appeals policy.

Revision record: 2026.1-D03 — 6 September 2026. Simplified from D02 and given a matching FACT cover. Agreed fees, deadlines, illness exceptions and late-entry rule retained. Earlier amendments remain in the previous version. Cost checks, linked-document alignment and formal release are pending.