



Effective June 2021

## Cancellation Policy

### Open Courses:

- ArbTrack require 24 hours' written notice for cancellation of bookings made within our 'Open courses'.
- If your booking should fall on a Monday, we require 24 business hours' written notice of cancellation notice in order to be considered for a refund.
- \*Business days/ hours are 8am-5pm Monday to Friday\*
- For cancellations made within 24 hours of the 'Open Course' taking place cancellation fees will apply.
- 'Non-attendance' (no-show) on the training day will not be eligible for a refund.

### Private Bookings:

- Cancellations for private bookings must be given in writing 5 days prior to the booking taking place in order to avoid cancellation fees/ charges.
- Cancellation made within the 5-day notice period will be charged 50% of the total booking value.
- For bookings that require our Trainer/s to travel interstate, payment will be required a minimum of 2 weeks prior to the training taking place.
- This will assist our Trainer/s to acquire the appropriate flights, accommodation, vehicle hire, airport parking and any other travel related expenses necessary for your booking.
- For private bookings made more than 3 months in advance, we will require 50% of the booking total to be paid for by the client within 1 week of the booking being made.
- Should the booking fall through, the client will only be eligible for a refund if providing 5 business days' notice of cancellation, not including any costs ArbTrack face as a result of the cancellation (this means for example, any travel costs that we are not able to be refunded)

## Cooling Off Period

Once full payment has been made, or the training agreement signed and dated, whichever occurs first, there is a 24-hour cooling off period during which time you may withdraw/cancel your training and receive a full refund.

In order to receive a refund, you must give more than the 5 business days' notice to receive a full refund, less administration costs.

If within the 5-day period, a part refund may be issued on a case-to-case basis- administration fees will be deducted.

**Need to Reschedule?**

If you need to transfer to another equivalent course, you may do so by contacting the office. 5 days' notice is required for cancellations. Other costs may apply.

**Non- Attendance of Confirmed Training**

If a participant does not attend scheduled/ booked training within our Certificate II in ESI or any other training charged at a unit rate, the client will be charged the full unit/ module rate in order to undertake the missed unit/ module in the next available program.

In the event that a participant misses training as booked within the program or a private booking the employer may wish to re-book training prior to the commencement of our next program, at their own cost.

Training that is booked outside of the program is subject to trainer availability and at a trainer day rate charge.