

LIFELINE WA

Refund and Cancellation Policy

1. Full payment must be made prior to commencement of training, unless prior arrangements have been agreed with Lifeline WA.
2. A 50% deposit at the time of booking must be made.
3. Cancellations made more than **10 working days** in advance of the start of the course will be able to transfer to a future course.
4. Cancellations will otherwise attract a **10%** administration fee.
5. Cancellations received between **5 and 10 working days** prior to the start of the training will forfeit **50%** of the workshop fee.
6. Cancellations within **5 working days** of the start of the course will forfeit **100%** of the course fee.
7. Substitution of a participant is acceptable without incurring additional costs.
8. Transfer to another course is acceptable up to 5 working days before commencement of the course. A **10%** administration fee will apply.
9. Non-attendance without notice will result in the full course fee being charged.
10. Cancellation policies for specific bespoke course may apply to override this general policy, where special arrangements for the course involve significant advance commitments and expenditure by Lifeline WA.
11. Enrolment is accepted on the basis that Lifeline WA will not be held liable for costs incurred due to course cancellation or rescheduling. Lifeline WA will use all endeavours to give as early advice as possible of any course changes.
12. Course dates and fees are subject to change without prior notice.