

1. Confirmation of Booking

- (a) Course payment must be received at the time of booking, or within five (5) working days of booking.
- (b) If you are booking into a class to be held within five (5) working days, payment must be received within 24 hours of booking. A workplace Purchase Order Number carrying an ABN is recognised as payment received.
- (c) Your name will appear on the course wait list until payment is received, and will be moved into the class list once your payment is received.
- (d) Confirmation of your booking will be sent to you via email.
- (e) Payment can be made through our website using most major credit cards, or via electronic funds transfer into the Melbourne First Aid bank account (please quote your invoice number). Alternatively, we can take payment over the phone using Visa or MasterCard. We cannot take payment in cash or at our office or on the day of training at the training venue.

2. Course Withdrawals

If you need to cancel your attendance and we have received your payment, then:

- (a) We require written notification within 24-hours of the time of booking. Failure to do so may result in the forfeiture of course fees previously paid.
- (b) An Administration Fee of \$20.00 will be deducted from your refund.
- (c) Please refer to the Refunds policy below for further information.

3. Transfers

You may transfer your enrolment into another practical session subject to the following conditions:

- (a) You provide us with at least five (5) working days written notice.
- (b) There is a vacancy in the session that you would like to attend.
- (c) Your first transfer is free of charge. Subsequent transfers incur a Transfer Fee charged at 50% of the course fee, which is to be paid in addition to the course enrolment fee.
- (d) Course fees cannot be refunded once you transfer your enrolment to another practical session.
- (e) Certificates will be withheld until all Transfer Fees have been paid.
- (f) Participants that do not attend their scheduled course are eligible for a transfer if they are able to show good cause, such as a copy of a doctor's certificate or other formal documentation to explain their absence.

4. Refunds

- (a) We require a written request for refund at least five (5) working days prior to course commencement. Failure to do so may result in the forfeiture of course fees previously paid.
- (b) Refund requests may be submitted by email. Requests must be accompanied with your receipt or another proof of identity.
- (c) Fees cannot be refunded after your designated practical session has commenced.

- (d) Participants that do not attend their scheduled course are not eligible for a refund unless they are able to show a good cause, such as a copy of a doctor's certificate or other formal documentation to explain their absence. In this case, they will first be offered a transfer.
- (e) If a participant declines the offer of a transfer, they will be refunded their course fees minus an Administration Fee equivalent to 50% of the course fees.
- (f) Refunds will be issued by electronic funds transfer into the account that payment was made from. Participants may need to provide their bank account details for the transfer.
- (g) Refunds will be made within 14 days of receiving the written request by mail.
- (h) No refund will be issued after transferring your enrolment to another practical session.

5. Course Non-Cancellation Policy

- (a) Melbourne First Aid will never cancel a class due to small numbers of participants.
- (b) Melbourne First Aid may cancel a practical session due to unforeseen circumstances, such as damage to the training venue.
- (c) If a practical session is cancelled, the enrolled participants will be offered a transfer into another session at no extra charge.
- (d) If there are no suitable sessions available, enrolled participants will be offered a full refund.

6. Access to Training Records

We can provide you with access to your training records. Please make a written request to the Training Manager at Melbourne First Aid via email at info@melbournefirstaid.com

Melbourne First Aid may provide further copies of your certificate, however each copy will attract an administration fee of \$15.00 per copy.

7. Incompletion of practical session

- (a) If you attend the practical session but need to leave due to emergency work commitments or illness, Melbourne First Aid will offer you a transfer into another practical session at no additional fee.
- (b) If a transfer cannot be arranged, then Melbourne First Aid will retain an Administration Fee equivalent to 50% of the initial course fee and refund the participant the. The Transfer Fee will apply to subsequent transfer requests (see our Transfers policy above).

8. Copyright Notice

All materials, study aid, forms and associated information that prospective and enrolled participants encounter in their dealings with Melbourne First Aid remain the property of Melbourne First Aid.