



Refund Policy for Short Courses

1. If an individual participant needs to cancel or re-schedule their booking, notification must be provided to APL Group / Australian First Aid at least 48 hours prior to the scheduled training time.
 - a. If a request to re-schedule training is received 48 hours or more prior, the training will be re-scheduled at no cost.
 - b. If a request to cancel an individual's training is received 48 hours or more prior, any course fee paid will be refunded in full.
 - c. If an individual booking is cancelled without notice or with less than 48 hours notice, the full fee for the course remains payable.
 - d. If the booking has been made by a third party, the third party will be invoiced for any non-attendance.
2. For group bookings and bookings for on-site training, notification to cancel or re-schedule the training must be provided to APL Group / Australian First Aid at least 5 business days prior to the scheduled training date.
 - a. If a request to re-schedule group or client on-site training is received 5 or more business days prior, the training will be re-scheduled at no cost.
 - b. If a request to cancel group or client on-site training is received 5 or more business days prior, any course fee paid will be refunded in full.
 - c. For cancellation of group/onsite training less than 5 business days before the scheduled training time, APL Group reserves the right to charge a cancellation fee of up to \$150 to cover administration costs incurred up to that time.
3. Cancellation of a booking on the day of the training due to illness or hardship will require a medical certificate or notification from the course participant or employer confirming the reason for non-attendance.
 - a. the booking can be re-scheduled at no cost, or
 - b. if cancelled, a partial refund (up to 50%) may be given.
4. If APL Group / Australian First Aid needs to cancel a course for any reason, public course participants will be offered an alternative date at no cost or a full refund more than 48 hours prior to the cancelled training. For corporate client on-site training, an alternative schedule will be arranged as mutually convenient, with notice of the change provided at the earliest opportunity.