

Course Cancellation Policy

Authorised by: **CEO**

Approval Date: 01 March 2018

Purpose

Emergency Management Services (EMS) has implemented a policy to ensure a clear understanding for clients and staff of the procedure of course cancellation or rescheduling. This ensures consistency within the business and the information provided to any participant, client or associated organisation.

Scope

This policy applies to all courses run by EMS.

Policy

Dates for courses and scheduled training packages are regarded as fixed upon confirmation of the booking. Bookings may be made via fax, email or telephone and will be confirmed by email from EMS. Please be aware that our cancellation conditions are as follows; no change in these conditions will be accepted.

Our Cancellation Policy is as follows.

For Full Course Cancellation

- If a course or any part of a scheduled training package is cancelled with more than seven (7) days' notice from the date of the course commencement, there will be no additional charge.
- If a course or any part of a scheduled training package is cancelled with less than seven (7) days but more than 24 hours' notice, a cancellation fee of 30% of the course value will apply.
- If a course or any part of a scheduled training package is cancelled with less than twenty-four hours (24 hrs) notice the full fee as per the booking will apply.

For Course Rescheduling

- If a course or any part of a scheduled training package is rescheduled with more than seven (7) days' notice from the date the course is scheduled to commence, there will be no additional charge.
- If a course or any part of a scheduled training package is rescheduled with less than forty-eight hours (48 hrs) notice from the date the course is scheduled to commence, a rescheduling fee of 15% of the course fee will apply.
- If a course or any part of a scheduled training package is rescheduled with less than 24 hours' notice from the time the course is scheduled to commence, the full fee as per the booking will apply.

Relevant Standard, Guidelines and/or Legislation

This Course Cancellation Policy specifically addresses Clause 5.3 of the Standards for NVR Registered Training Organisations.

Related Documents

Cancellation Policy Trainer