

## PURPOSE

To provide for the appropriate handling of client payments and to facilitate refunds/cancellation payments in the case of cancellation by the client. The refunds process will allow clients the option to disengage from training in a manner in which a negative impact may be negated or reduced, depending upon the notification time frame.

## SCOPE

This policy covers all fees payable for training services provided within Life International Training scope of registration.

## PROCEDURE FOR ENROLLMENT

Life International Training Primarily engages commercial clients and all fees associated with training are disclosed to our clients at the time of booking. Fees are established based upon standard pricing, negotiation and/or contractual arrangements when required, Purchase Orders are also received.

Our partners and Life International Training may conduct public courses from time to time. In these instances, an invoice is sent at the time of booking for payment on the training course commencement date.

## PROCEDURE FOR CANCELLATION

**Advanced Notice:** To avoid cancellation fees, participants must provide notice of cancellation more than 48 hours before the scheduled course start time

**Late Cancellations:** a fee equal to 100% of the course cost will apply to all cancellations made within 24 hours of the scheduled start time.

A fee equal to 50% of the course cost will apply to all cancellations made within 48 hours of the scheduled start time.

**No Shows:** Failure to attend a scheduled course without any prior notice will result in a charge of 100% of the course fee, with no refund available

**Reasonable fees:** These fees reflect the administrative and operational costs incurred due to short-notice cancellations or non-attendance.

## RESCHEDULING AND REFUND OPTIONS

**Rescheduling:** Participants may request to reschedule their course more than 10 Business Days in advance at no additional cost, subject to availability.

**Multiple Reschedules:** While we aim to accommodate reasonable changes, multiple rescheduling requests may be subject to additional administrative fees at the discretion of Life International Training, especially where such changes cause disruption to scheduling or resource allocation.

## COMMUNICATION AND PROCESS

### Cancellation Process

To cancel or reschedule a booking, please contact Life International Training via;

Phone: (07) 3899 1032

Email: [training@lifeint.com.au](mailto:training@lifeint.com.au)

### Confirmation

All cancellations and rescheduling requests will be acknowledged in writing, either by email or by another agreed method. If you do not receive confirmation, please follow up to ensure your request was received.