

PURPOSE

To provide for 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 notification time frame.

SCOPE

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

PROCEDURE FOR ENROLMENT

Life International Training primarily engages commercial clients and all fees associated with training are informed to our clients at the time of booking and upon the issuing of a Training Course Booking Advice. 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 but, in these instances, payment is not collected until a student has completed the training.

PROCEDURE FOR REFUNDS/CANCELLATION PAYMENTS

Life International Training does not collect fees in advance and as such does not have the need to provide refunds to clients. In the event of a cancellation by the client, the following fees are applicable and payable:

- Cancellation > than 48hours prior to course delivery – No charge
- Cancellation < than 48 hours before course delivery – 50% of the full minimum course cost
- Cancellation < than 24 hours before course delivery – 100% of the minimum course cost

Details concerning the scope of Life International Training Refund Policy are to be clearly disseminated to prospective clients 7 days prior to training delivery, this dissemination is in the form of the information contained in the Training Course Booking Advice Form and on our website.