

Sutherland Cranial Teaching Foundation of Australia and New Zealand

Manual: Policies and Procedures
Section: Finance and Procurement
Subject: REFUND POLICY

Issue Date: Feb 2013
Review Date: Feb 2015
Version No: 1.0

1. Introduction

- 1.1 From time to time participants who have already enrolled in a course may need to withdraw for a variety of reasons.
- 1.2 The purpose of this policy is to provide guidance regarding those circumstances where monies will be refunded to participants who are not able to attend a course for any reason.

2. Policy

- 2.1 All requests for a refund must be made in writing (electronic form is acceptable).
- 2.2 Cancellations received more than 28 days before the start of the course will receive a full refund.
- 2.3 Cancellations received less than 28 days before the start of the course will receive a full refund of the course fees less 10% of the course fee.
- 2.4 A full refund will apply to anyone who does not meet the eligibility criteria.
- 2.5 SCTF of ANZ will fully refund participants payment towards their course fee if the course is cancelled. If a course is cancelled, SCTF of ANZ will provide at least 48 hours notice.