

## *Refund Policy & Procedure*

<b>Policy Number</b>	<b>REF.001</b>
<b>Responsible Manager</b>	<b>Gillian Payne</b>
<b>Date Approved</b>	<b>15.01.2013</b>
<b>Approved by</b>	<b>Matthew Payne</b>
<b>Date for review</b>	<b>15.01.2014</b>

### *Purpose*

HAILER TRAINING is committed to providing quality training and consultancy/facilitation services to a range of individuals and organisations. This policy is developed to provide information on the rights of participants and organisations in relation to the refund of fees for the workshop which they have enrolled in.

### **Definitions**

- Applicant - An applicant is any participant or organisation who enrolls in, or books a workshop on behalf of themselves, a group or organisation
- Administration Fees
- Expenses relating to the administration of a workshop, incurred by HAILER TRAINING in relation to providing training to an applicant
- Responsible Officer - Staff named under 'Responsibilities'
- Confirmation - A confirmation notification detailing the services provided by HAILER TRAINING including any other information relevant to the service/workshop
- Refund - The amount refunded taking into account any administration fees
- Workshop - Any training program, facilitation service or workshop provided by HAILER TRAINING

### **Policy**

#### *1. Payment of Fees*

By enrolling in a Hailer Training workshop all applicants are bound to the payment of the workshop fees. Confirmation notification will be provided after payment has been received. A 10% discount applies to registration and payment received 1 month prior to the scheduled workshop date.

## ***2. Notice of withdrawal***

Any applicant who has enrolled in a workshop may, with written notice to Hailer Training, withdraw up to 14 business days in advance of the scheduled workshop start. In this circumstance, the applicant will be entitled to a refund of the total amount less Administration Fees of \$50.00 or enrolment in a future workshop.

## ***3. Cancelled Workshops***

Hailer Training reserves the right to cancel workshops due to insufficient registrations or conditions beyond its control. Notification of any cancellation will be made as early as practical and include a full refund or enrolment in a future workshop. Refunds will be issued as early as practicable or within 40 business days. (If a promotional voucher has been purchased, you will be required to contact the point of purchase, customer service) Hailer Training will not be responsible for any costs incurred.

## ***4. Medical or Personal Hardship***

Applicants who are unable to complete a workshop and can provide a medical certificate or show extreme personal hardship may be granted enrolment in a future workshop. In these circumstances the applicants must advise HAILER TRAINING in writing as soon as possible. Hailer Training will determine if any fees are refundable and the portion of the refund on an individual basis.

## ***Responsibilities***

The Manager of Business Services will be responsible for:

- The collection of fees
- Processing any refunds

The Learning & Development Department will be responsible for:

- Maintaining enrolment records
- Maintaining accreditation records
- Reporting withdrawal notices to management and determining any refunds/enrolment in future workshops

## ***Procedure***

1. Participant to advise Hailer Training staff/facilitator in writing of intention to withdraw including details and/or providing evidence (if applicable) within 14 business days of the scheduled workshop start
2. HAILER TRAINING staff to liaise with applicant regarding outcome
3. Manager of Business Services will process refund.