



Cancellation and Refund Policy

Aim:

Col Joy Training Services aims to be fair and equitable to clients through its refund policy. It is recognized that there may be various reasons why a course may be cancelled or postponed. Each individual case will be addressed as the need arises.

Course Fees:

Course fees are generally specified as a non-refundable deposit of 15% applicable to all courses, payable one week before course commencement. This may however be waived at the discretion of the Managing Director.

Course Cancellations:

A \$50.00 fee will be incurred if notice of non-attendance is not received by 4:00 pm the working day prior to the course commencement for individual bookings to scheduled courses.

Specific Company bookings will attract a 50% cancellation fee if a course is cancelled or postponed within 48 hours of commencement and 100% fee if less than 24 hours is given. Col Joy Training will on cost to client all flights & accommodation organised for courses when the course is cancelled or postponed for any reason. eg weather.

Should **Col Joy Training** need to cancel/reschedule any course, attendee's are entitled to their deposit being fully refunded or transferred to a future course. Ideally, 48 hours notice will be given to attendee's however in cases where this is not achievable as much notice as possible will be given.

A 100% cancellation fee will be charged if all required documents are not brought to the start of the course.

No refund is available to attendee's who leave before finalizing the course/competency/module unless they can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis. However, should an attendee wish to finalize an incomplete module in a future course, then the original payment may be used as credit within a six month period from original start date.

No refunds will be given if the attendee's fails a course.



ColJoy Training Services

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Weather:

If a course is cancelled, altered or postponed due to weather conditions the customer may be required to cover the costs if any are incurred, eg accommodation, flights, meals etc.

Protection of Fees Paid:

All monies received are placed in a separate account and are not accessed until the course commences. A relevant proportion of fees paid for the course will remain in that account until the course is completed, to ensure pro-rata refunds for eligible students.