

## **CANCELLATION AND REFUND POLICY**

### **TRAINING COURSE ENROLMENT & LIFEGUARD BOOKING FEES**

The following identifies the terms and conditions by which an individual, school or business may seek a refund on course registration fees or lifeguard booking.

It is important that candidates and private clients (group bookings) read this policy carefully.

#### **Refund Policy**

This cancellation/refund policy provides individuals, schools or businesses with details of fees and charges applicable to the cancellation or client initiated changes or refunds of Surf Life Saving Tasmania Training courses and lifeguard services. The fee schedule refers directly to circumstances surrounding the cancellation/change or refund of an enrolment.

The fee schedule is as follows:

#### **Training Courses**

SLST has a responsibility as a Licensee operating through the Registered Training Organisation, Lifesaving Victoria (RTOid: 21799) to provide students with a fair and equitable refund policy in accordance with the Standards for Registered Training Organisations (RTO) 2015.

#### **Procedure**

##### **Student Initiated**

- Students have the option to withdraw from enrolment at any time but are reminded that SLST will not issue refunds after course commencement.
- Having decided to withdraw from SLST courses, students are to notify SLST immediately.
- Students should consider a deferral of course/program as the first option.
- Cancellation more than 7 days prior to the course commencement will result in a full refund, requests must be made in writing to [slst@slst.asn.au](mailto:slst@slst.asn.au) by the client.
- Cancellation Fee:
  - a. More than 48 hours prior to course commencement – 20% of course fee
  - b. Within 48 hours of course commencement – 100% of course fee
- Transfer Fee: A transfer fee of \$10.00 may be charged for transferring to another course after confirmation. If opting to transfer within 48 hours of the original scheduled commencement cancellation fees will also apply.
- Exceptions: If cancelling prior to course with medical certificate or a statutory declaration detailing the reason for absence – cancellation fee may be waived.

##### **LSV Initiated**

- If SLST is at default and cannot deliver the enrolled course for any reason the candidate may transfer to another course or opt for a full refund

#### **Lifeguard Bookings**

1. Cancellation more than 7 days prior to the lifeguard booking will not incur a charge or a full refund will be given, requests must be made in writing to [slst@slst.asn.au](mailto:slst@slst.asn.au) by the client.
2. Cancellation of lifeguard bookings less than 48 hours prior to the lifeguard booking will result in 50% of the fee being charged.



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3. Changes to lifeguard bookings less than 48 hours prior to the scheduled booking may incur a \$20 administration fee.

**Exception**

1. In extenuating circumstances fees applicable to cancellations or transfers may be waived. Immediate contact in writing (email is acceptable) should be made with Surf Life Saving Tasmania Inc.