

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.

Training Courses

Surf Life Saving Tasmania (SLST) has a responsibility as a Licensee operating through the Registered Training Organisation/s to provide students with a fair and equitable refund policy in accordance with the Standards for Registered Training Organisations (RTO) 2015.

Refund Policy and Fee Schedule

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.

All cancellation requests must be made in writing to slst@slst.asn.au by the client / student as soon as is practically possible.

Student Initiated cancellation

- Students have the option to withdraw from enrolment at any time but are reminded that SLST will not issue refunds after course commencement.
- Students should consider a deferral of course/program as the first option.
- Having decided to withdraw from SLST courses, students are to notify SLST.
- The following Cancellation Fee applies for cancellations received:
 - a) More than 7 days prior to the course commencement: No fee charged / full refund issued
 - b) Between 48 hours – 7 days prior to course commencement: 20% of course fee
 - c) Within 48 hours of course commencement: 100% of course fee charged / no refund available.
- Transfer Fee: A transfer fee of \$10.00 may be charged for transferring to another course after confirmation. Please note: If opting to transfer within 48 hours of the original scheduled commencement, the applicable cancellation fee above 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.

RTO / SLST Initiated cancellation

- 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 Booking Cancellations

- The following Cancellation Fee applies for cancellations received:
 - a) More than 7 days prior to lifeguard booking: No fee charged / full refund issued
 - b) Between 48 hours – 7 days prior to lifeguard booking: \$20 administration fee applies
 - c) Within 48 hours of lifeguard booking: 50% of booking cost charged / no refund available.
- Exceptions: 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.