

CANCELLATION POLICY

Where Premium Health cancels a course

Clients are advised that in the situation where a course is prepaid and *PREMIUMHEALTH* is unable to deliver training on the scheduled dates or negotiate alternative arrangements to the client's satisfaction, *PREMIUMHEALTH* shall refund 100% of the course fees received.

Client Cancellation

Face to Face Training Course

An administrative fee of 20% will be charged where notification of a course cancellation is received 8 days or more prior to course commencement.

Where notification of a course cancellation, transfer or participant withdrawal is received 7 days or less prior to course commencement, the full fee will apply.

Online Course

An administrative fee of 20% will be charged where notification of an online course cancellation is received and where the online course has not been accessed.

When a participant enrolls in the online course an assessment date is agreed. A participant may re-schedule their assessment 8 days or more prior to the agreed date otherwise a \$50 fee will apply.

Special Circumstances

Where special circumstances occur which restrict a participant's ability to attend a course for which they have been registered (for example, an accident or illness), each case will be determined on its merits in relation to payment of fees.