

The following refund policy applies to all Revive2Survive and Workplace Training Solutions courses where payments have been received by individuals or companies.

COURSE CANCELLATIONS (APPLICABLE TO ALL BOOKINGS):

- A refund of course fees will be available on cancelled bookings when a minimum of three (3) business days' notice is given. Cancellations must be received by our office in writing at firstaid@revive2survive.com.au or by speaking to our office staff between 9am – 3pm Monday to Friday.
- **No refund will be issued** after a course has commenced, or to individuals who start a course but leave before finishing the course. No refund will be issued if individuals do not complete the practical or theory assessment components.
- A refund will not be available on any hard copy workbook/s once taken from the office.
- If Revive2Survive/Workplace Training Solutions cancels a course a full refund will be issued.

INDIVIDUAL BOOKINGS:

- **Payments will not be refunded** if less than three (3) business days' notice is given. Transfer to alternate training sessions will be offered; no more than two (2) transfers will be accepted. Transfers must be completed within 30 days from the original course date. **All responsibility lies with the participant to arrange a transfer before the credit becomes invalid.**

GROUP BOOKINGS: (Company invoice or individual online/credit card payments)

- **Group bookings: Participants paying individually:**
 - All payments must be received in our office no less than three (3) business days prior to course date. Should payment not be received by the close off date, the course may be postponed to an agreed date or cancelled. No payments will be accepted on the day of training without prior authorisation from Revive2Survive.
- **Group bookings: Company Invoice:**
 - A company invoice will be issued to approved businesses based on confirmed participant numbers provided. It is the responsibility of the group organiser to notify Revive2Survive **no less than three (3) business days prior** of any change of participant numbers.
 - **Payment is required prior to course date. Payment terms are strictly 7 days from date of invoice.**
 - **When a minimum of three (3) business days notice is given to cancel a course**, a refund of course fees will be issued. An offer to transfer to another training day/time will also be available.
 - **Payments will not be refunded if less than three (3) business days' notice is given to cancel a course.** Transfer to an alternate date will be offered; no more than two (2) transfers will be accepted. Transfers must be completed within 30 days from the original course date.
 - No refund will be issued if a company invoice has been issued based on confirmed numbers, and fewer participants attend on the day. Those participants will be offered the opportunity to attend an alternative course; this training must be completed within 30 days from original course date. **All responsibility lies with the organiser to arrange further training before the credit becomes invalid.**