

## CANCELLATION AND REFUNDS POLICY

At KINNECT Training our goal is to make your training experience a great one. We understand that even the best plans have to change sometimes and our cancellation and refund policy is designed to be as student friendly as possible. Here are the details:

- Full payment of your course fees is required to guarantee your spot on the course unless prior arrangements have been made with us;
- A 24 hour cooling off period applies to all purchases where a face to face course has not been commenced or an online course has not been accessed;
- If you have commenced an online course and feel you would prefer a face to face course, just let us know and we'd be happy to transfer your enrolment to the next convenient course and location;
- You may change or cancel your enrolment for face to face courses up to five days before the course commences without penalty and you'll be entitled to a full refund of the course cost;
- Within 5 business days of the course commencing you may transfer your enrolment to another date, location or online (where it is available), or transfer to another participant without any penalty for the first instance. After this there will be a transfer fee of 50% of the course cost up to \$250.00;
- Where undertaking a webinar or a practical assessment (eg: Workplace Drug and Alcohol Testing Course), notification of cancellation must be provided 24 hours in advance otherwise a re-scheduling fee of \$200.00 will apply;
- Once the course has commenced unfortunately there is no ability to refund or transfer your enrolment except under extenuating circumstances (this includes accessing online courses). This includes non-attendance on the day of training. Talk to us to see what we can do for you;
- On rare occasions we will need to cancel or postpone a course. We will do everything possible to ensure this does not occur, but if it does, you will be entitled to a full refund of the course cost and we will notify you as quickly as possible;
- Should you have any concerns with our policy and your enrolment you may discuss this with us by contacting 07 3391 2623 or emailing [training@kinnect.com.au](mailto:training@kinnect.com.au).