

Fees and Refund Policy

This policy sets out Health Education Institute Pty Ltd's fair and equitable Fees & Refund Policy.

A copy of this policy is also available on our website or on request.

Definitions

Fee:	An amount payable to Health Education Institute Pty Ltd by the participant/client for training and assessment services.	
Refund:	An amount payable to the participant/client by Health Education Institute in line with this policy.	
Additional charges/s:	An additional amount payable by the participant/client to Health Education Institute Pty Ltd for services not included in the training fees. This may include, but is not limited to;	
	Learning and support services	to be quoted prior to accepting training contract
	Interpreter services	to be quoted prior to accepting training contract
	Reprinting of certificates Postage & handling	\$22 inc GST per Statement of Attainment
	Cancellation charges	Less than 7 days prior to booking, zero refund 7 days or more from booking date, the course fee less a \$10.00 administration fee
	Rescheduling charges:	
	You cancel or reschedule your training for whatever reason with less than 24-hour notice	25% of course fee rebooking charge
	You fail to attend 1 your scheduled training	25% of course fee rebooking charge
	You reschedule your training more than once giving 24-hour notice	25% of course fee rebooking charge
	Transaction charges for processing refunds and other payments	Included in above fees
	Travel/fuel charges	To be quoted prior to accepting training contract, where training contract is outside the Sydney metropolitan area

Public Course Fees & Refunds:

An amount (fee) will be provided in writing or verbally to participants/clients prior to confirming enrolment in a selected training course. The quoted amount will be based on

the details provided by the participant/client at the time of booking and may increase or decrease depending on training details change. The fee may be based on a per person charge or a group rate. The Health Education Institute Pty Ltd make clear all applicable fees and additional charges prior to enrolment and booking.

Unless otherwise agreed between the participant/client and Health Education Institute Pty Ltd, the training fees are due at the time of booking.

No refunds are available for cancellations less than 7 days prior to training. Cancellations, where more than 7 days' notice has been provided, will receive a refund of course fees less a \$10.00 processing charge.

A 25% rebooking charge will be automatically applied in the following situations:

- You cancel or reschedule your training for whatever reason with less than 24-hour notice
- You fail to attend your scheduled training
- You reschedule your training more than once giving 24-hour notice

In the event that Health Education Institute Pty Ltd is unable to provide the detailed training, you will be offered an alternative date with no penalty or a full refund of your course fees

Workplace/Onsite Fees, Refunds and Charges:

(These fees and charges are quoted separately and apply to corporate clients only, they do NOT apply to individuals apply directly through our website)

Fees for workplace/on-site training are based on the number of participants detailed at the time of booking. The final cost will be dependent on the number of participants who undertake training on the day. A minimum fee applies to all workplace/on-site training should the number of participants fall below our minimum.

Changes to participant numbers should be communicated with Health Education Institute Pty Ltd as soon as possible to ensure that the training can be re-quoted based on the new details.

Health Education Institute Pty Ltd will make clear all applicable fees and additional charges prior to enrolment and booking.

No charges apply to cancellations where more than 7 days' notice has been provided to Health Education Institute Pty Ltd.

Cancellation of training within 7 days of training (but not less than 48 hours prior to training) will attract a \$200.00 cancellation charge. Cancellation of training within 48 hours of training (including the day of training) will incur a cancellation charge of \$400.00

Records:

All records related to this procedure are maintained as detailed in the Records Management Procedure. Tax invoice and/or receipt of payment in line with ATO requirements