

CANCELLATION POLICY

POLICY PURPOSE

Australian Womensport and Recreation Association Inc. (AWRA) has developed the following policy to cover cancellation of training programs including AWRA's E-Mentoring Program.

POLICY

More than 28 days prior to the program start date:

- Cancellation and transfers permitted with no charge.

28-15 days prior to the course start date:

- Cancellations – A cancellation charge of 45% of the total course fee applies.
- Transfers – A transfer fee of 25% of the total course fee applies to all transfer requests (substitutes accepted up to one week prior to the program at no additional fee).

14 days or less prior to the course start date:

- Cancellations - no refund
- Transfers - not permitted

CONTACT US

Should you require more detailed information on the way in which we handle cancellations, please contact us:

- By email to our Executive Officer at [eo \(@\) awra.com.au](mailto:eo@awra.com.au), or
- By post to our Secretary at AWRA, PO Box 887, Panton Hill VIC 3759.

AWRA will investigate your queries and/or complaints within a reasonable period of time and will notify you of the outcome of our investigation.

From time to time, AWRA will review and update this policy to adapt to changing business practices, and to take into account new laws and technology.

Current as of 30/5/2015