

PROJECT:

## Parabellum International Training RTO 51786

DOCUMENT No:

### PIT-MGT-POL-002

DOCUMENT TITLE:

## Cancellation Policy

REVISION	DATE	DESCRIPTION OF REVISION	ORIGINATOR	CHECKED	APPROVED
0	15/09/2022	Issued for Use	C Coupland	H Harding	J Keogh
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## CANCELLATION POLICY

Please be advised that cancellation of the course will be subject to a cancellation fee at the following rate:

- 25% within 2 weeks of the course commencing,
- 50% within 1 week of the course commencing; and
- 100% within 48 hours of the course commencing.

### Individuals

If you wish to withdraw from a course, you must advise Parabellum International Training in writing of your decision within 15 days of the course commencement to avoid penalties. Send your notification to request a refund to [training@parabellum.com.au](mailto:training@parabellum.com.au) and include the following information:

- Your name
- Contact details (address, phone, email etc.)
- USI
- Effective date of the cancellation
- Reason for refund request

Your request will be reviewed, and you will be advised of the outcome within 5 business days.

### Corporate Clients / Groups

If you wish to cancel a course to which a purchase order has been issued or payment has been made, the following terms apply to the extent permitted by law:

- 25% within 2 weeks of the course commencing,
- 50% within 1 week of the course commencing; and
- 100% within 48 hours of the course commencing.

### Administration Fee

Notwithstanding any of the above, if you withdraw from or cancel a course, an administration fee of 10% of the total cost will be chargeable, to the extent permitted by law. This is because Parabellum International Training will have already expended resources associated with setting up student records and providing materials.

### Withdrawal After Commencement of Course

If the course has already commenced, a pro-rata refund may be calculated for the units of study not already started.

If applicable, any co-contribution fees paid for Government subsidised training will be refunded for the units not trained.

The final decision and fees will be clearly communicated to the individual or employer.

### Withdrawal Due to Illness or Hardship

In circumstances of illness and/or extreme hardship, you may withdraw and be entitled to a partial refund under the following conditions:

- Satisfactory evidence for withdrawal (e.g. medical certificate) must be provided.
- A non-refundable administration fee of 10% will be deducted from any eligible refund, to the extent permitted by law.
- Any refund will be at the discretion of Parabellum International Training, to the extent permitted by law.

### Cancellation of Course by Parabellum International Training

In the event that a course is cancelled by Parabellum International Training for any reason, students enrolled at the time of the cancellation announcement will have their fees fully refunded. Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units and the cost of issuing the statement(s) will be deducted from the refund total.

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