



## Club Managers' Association Australia Course Refund Policy

Effective as at 08 February 2016

### Cancellation, Course transfer and Refunds

#### Your Rights and obligations

1. We must be advised of cancellation, course transfer requests in writing or by email.
2. All monies, less a \$25 administration fee, will be refunded if cancellation occurs more than 7 days prior to the commencement of the course.
3. No refund will be made available for any cancellations of registrations of registration within 7 days prior to course commencement regardless of book date.
4. Transfer of course registration more than seven days prior to course commencement will be free of charge.
5. Transfer of course registration within seven days prior to course commencement will be subject to an administration fee of 50% of full course fee, unless a medical certificate or statutory declaration is provided (within two weeks of the original course commencement). A complete refund or transfer to the next available course is made available in this case.
6. If the registered learner is unable to attend, a substituted individual may attend in their place as long as written notification is provided on the day of commencement.