

COURSE BOOKINGS, FEES AND REFUNDS

Bookings:

Applicants for courses are encouraged to register early. An applicant's place in a course is not confirmed until FPWA has received full payment of course fees. Course fees must be paid in full at least four (4) weeks prior to the course starting. Payment may need to be made earlier to secure a place in a course in high demand.

A course will be cancelled (or the dates changed) if minimum numbers have not been confirmed four weeks prior to the course start. Course cancellations or changes in dates will be notified as soon as possible and a full refund made.

Participants are advised not to book travel arrangements until they are notified the course has been confirmed.

Refunds:

The majority of the course fees will be refunded if advice of withdrawal from an event is received **in writing**:

1. More than four weeks prior to the course/workshop starting – a full refund less an administration charge (of \$50, or \$100 if the course fees are greater than \$500) will be made.
2. If a cancellation is received less than four weeks prior to the course/workshop starting no refund will be made - unless there is a waiting list for the course/workshop and the place is filled, in which case a full refund minus the above administration charge will be made.
3. Deferment to a later date is treated the same as a cancellation, i.e. if more than four weeks notice is given, a full refund minus the administration charge will be made, but if less than four weeks notice is given, no refund will be made unless there is a waiting list and the place is filled. Full course fees will have to be paid for the deferred course.
4. If FPWA cancels a course/workshop all participants will receive a full refund. If a course/workshop is deferred all participants not wanting or unable to attend at the rescheduled time will receive a full refund.

Substitution:

A substitute may be nominated to attend in place of a participant after payment of the above administration charge (provided that there is adequate time for the substitute to complete any pre-course requirements).

An application for a refund will be considered in exceptional circumstances. Any request for special consideration should be made in writing to the Manager of Education and Training.

September 2009