

Emcare WA Pty Ltd refund, cancellation, and course deferral Policy

We strive to always make our clients happy, however, please understand that when you fail to attend/provide late notice, this incurs a cost to Emcare WA Pty Ltd. We understand that at times you may need to reschedule or cancel a course booking. All requests to cancel/defer must be requested in writing to firstaid@emcare.com.au at least 2 business days prior to course commencement date to receive a credit voucher for a deferral.

Refunds:

Refunds will only be issued if:

- The student has enrolled in a course that has been cancelled by Emcare WA Pty Ltd (Option to reschedule will be available) and/or
- It's been confirmed multiple payments have been taken at the same time for the same client.
- The student has overpaid for a particular course or paid the incorrect amount. The system will provide a credit for the difference, less merchant fees.

Credit Voucher for deferral of course:

- May be requested by emailing firstaid@emcare.com.au
- Credit vouchers have a 60-day use by date, after which they expire.

Credit vouchers will not be issued if:

- If the student has already rescheduled a booking from the original date.
- If the student does not attend their course or is late for their booked course commencement.
- If the student cancels or wishes to defer their course within the 2-business day notification period.
- A voucher that has expired.
- If the student is abusive towards staff or other students and an immediate cancellation occurs.