

EMCARE refund, cancellation and course deferral Policy

EMCARE strive to make our clients happy at all times , however please understand that when you fail to attend or provide late notice, this incurs a cost to EMCARE. Your course session is carefully planned and a trainer/assessor is allocated and paid days in advance. Should you fail to attend or not provide enough notice of deferral, EMCARE may incur further cost, should the client expect another booking at no cost to themselves. Please see our POLICY below:

- Cancellations more than 10 days prior to the start of a course - full refund, less merchant (STRIPE/credit card) fees.
- Cut off time for cancellations and deferrals to another date is 48 hours (Monday to Friday, Saturday and Sunday not included) to course commencement. Cancellations and or deferrals are NOT accepted during this period and will result in full loss of course fees paid if unable to attend.
- Cancellations less than 10 days, but NOT within the 48 hour "no deferral/cancellation period" prior to the start of a course - 75% refund of fees paid to cover processing costs.
- Cancellations/deferral requests within our 48 hour cut off period or no shows after a training program has commenced – no refund.
- When booking a course with Emcare, transfer to another short course is possible where other dates are available at no charge. Transfer to another course must be requested no later than 48 hours (weekends not included) before course commencement. Any further deferrals will result in a 25% of course fee admin charge.
- Cases may be put forward where extenuating or significant personal circumstances led to the withdrawal. In these cases, a full credit toward the tuition fee in another scheduled program in-lieu of a refund may be offered. If offered another date due to client deferral within our 48 hour notice period, this will be at a time and date suitable to EMCARE and not at a time and date chosen by the client.
- If Emcare cancels a course, then a refund will be made available to whoever paid that course fee. If for any reason Emcare is unable to fulfil its service agreement with a student, Emcare will refund the proportion of fees relevant to the services not delivered or make alternative arrangements
- All refunds attract a fee of \$2 if a low amount paid such as a CPR course. If a refund is granted for Provide First Aid or higher level courses the fee will be either \$3 or \$4. This is to cover STRIPE fees charged to us by the vendor. The same applies to the use of our EFTPOS machine within our offices.
- If deferrals/replacements of candidates are granted, such deferrals replacements MUST be used within 6 months. If contacting us after 6 months, client will be required to book and pay again if wishing to complete the course with EMCARE.
- Notification of deferral, cancellation or withdrawal from a course must be made in writing to the following email address: firstaid@emcare.com.au. If calling EMCARE in relation to deferrals / cancellations / no shows, you will be referred to our policy and asked to send an explanatory email.