

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.

All requests to defer a course 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. Only one deferral will be allowed.

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.
- In the circumstances where a refund is issued, there will be a \$10 administration fee charged. This fee will not be charged if cancelled by EMCARE. All refunds that are issued will only be returned to the account from which originated.

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.