



## Policy and Procedure Refunds

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### Objective

The objective of the Refund Policy for St John Ambulance Australia ACT (SJAAACT) is to ensure that SJAAACT provides participants access to a refund of course fees in certain circumstances as outlined below.

### Policy

1. SJAAACT shall provide a full refund of course fees paid if SJAACCT cancels a course.
2. SJAAACT shall provide a full refund of course fees paid if a student or organisation gives more than 3 business days notice that they will not be attending a course.
3. The refund will be subject to a \$50.00 administration fee if the student or organisation does not inform SJAACCT at least 3 business days in advance that the student will not be attending the course. In extenuating circumstances this fee will be waived at the discretion of Management.

### Procedures

#### Refund of course fees

When a participant seeks to obtain a refund:

1. The student is required to contact SJAACCT in writing to [coursebookings@stjohnact.org.au](mailto:coursebookings@stjohnact.org.au) of their request for a refund.
2. A refund form will be provided to the student for completion and should be returned with a copy of the receipt and photo ID.
3. Refunds will be credited to the account of the person or organisation who made the original payment within seven (7) business days.

When SJAACCT cancels a course and a participant seeks to obtain a refund:

1. The student is required to contact SJAACCT in writing to [coursebookings@stjohnact.org.au](mailto:coursebookings@stjohnact.org.au) of their request for a refund.
2. A refund will be credited to the account of the person or organisation who made the original payment within seven (7) business days.