

REFUND, CANCELLATION AND TRANSFER POLICY

This policy applies to the Certified Abhyanga Practitioner Training and any other training courses delivered by Raewyn Fernandez.

Participant cancellations and change of mind

Course places are limited, and considerable preparation is undertaken for each participant. This includes venue commitments, course materials, online learning resources, administration and practical training arrangements.

Course fees are non-refundable where a participant:

- Changes their mind
- Cancels their enrolment
- Is unable to attend for personal or work-related reasons
- Fails to attend
- Withdraws after the course has commenced
- Does not complete the required online learning, practical training, assessments or case studies

Enrolment in a course represents a commitment to pay the full course fee. If a participant has selected a payment plan, cancellation or non-attendance does not automatically cancel the remaining instalments.

Extenuating circumstances

Where a participant is unable to attend due to genuine extenuating circumstances, such as serious illness, injury, bereavement or another significant event outside their reasonable control, they may submit a written request to transfer their enrolment to a future offering of the same or a substantially similar course.

Transfer requests will be considered individually and may require supporting documentation.

Any approved transfer:

- Is offered at the discretion of Raewyn Fernandez
- Is subject to availability and the future course proceeding
- Applies only to the enrolled participant
- Cannot be transferred, sold or assigned to another person
- Must be used within the timeframe provided in writing
- May require payment of any difference in the course fee
- May be subject to reasonable administrative or non-recoverable costs
- Cannot be exchanged for cash or converted into a refund

Approval of a transfer is not automatic and should not be assumed until confirmed in writing.

Course cancellation by the training provider

If a course is cancelled by Raewyn Fernandez and is not rescheduled, participants will receive a refund of all course fees paid.

If a course is postponed or rescheduled, participants may choose to transfer their enrolment to the new dates. If the change is material and the participant is unable or unwilling to attend the rescheduled course, any refund entitlement will be assessed in accordance with Australian Consumer Law.

Raewyn Fernandez is not responsible for reimbursing additional expenses incurred by a participant, such as travel, accommodation, meals or loss of income, except where required by law. Participants are encouraged to choose flexible or refundable travel and accommodation arrangements.

Changes to course delivery

Reasonable changes may occasionally be made to the timetable, venue, teaching team, course resources or delivery arrangements.

If a proposed change materially alters the course or service originally purchased, participants will be notified as soon as reasonably possible and their available options will be explained.

Australian Consumer Law

Nothing in this policy excludes, restricts or modifies any consumer guarantee, right or remedy that cannot lawfully be excluded under the Australian Consumer Law.

Where a course or service does not meet an applicable consumer guarantee, participants may be entitled to a remedy such as having the service supplied again, cancellation, compensation, or a partial or full refund, depending on the nature and seriousness of the issue.

Requesting a cancellation, transfer or remedy

All requests must be made in writing to Raewyn Fernandez and should include:

- The participant's full name
- The name and dates of the course
- The reason for the request
- Any relevant supporting information or documentation

Requests will be acknowledged and considered as promptly and fairly as possible.