





**Refund Policy**

- 1.1 This policy is applicable to paying participants only and does not apply to participants who have received complementary training or Club/Branch funded training.
- 1.2 A full refund of enrolment fees will be made if a course is cancelled by Surf Life Saving NSW (Training Division) for any reason.
- 1.3 An application for refund of course fees under any other circumstance must be made in writing to Surf Life Saving NSW (Training Division).
- 1.4 Where cancellation is made less than five (5) working days prior to the commencement of a course, 50% of the course fees will be charged.
- 1.5 Participants who leave before finishing the course or do not commence their course without submitting a written refund request will be charged the full course fees.
- 1.6 Refunds will be considered on a pro-rata basis for participants who fall ill or are injured to the extent they can no longer undertake the course, providing a supporting Medical Certificate is supplied to Surf Life Saving NSW (Training Division).
- 1.7 However, should participants wish to finalise incomplete units of competency in a future course the original fee can be used as a credit towards that course within six months of initial payment.
- 1.8 In all other cases, refunds are at the discretion of Surf Life Saving NSW (Training Division) and may be negotiated on an individual case-by-case basis.
- 1.9 All requests for refunds will be acted upon within 30 days.

**Termination**

Surf Life Saving NSW reserves the right to expel a participant for serious breach of discipline. Fees will not be refunded.

**DECLARATION**

I,..... (print name) apply for the admission to the above listed course and declare that:

- a) I have read, understand and will comply with the Standard Operating Procedures (Training Division) as outlined in the Academy Handbook and Participant Code of Conduct;
- b) I have read, understand and agree to the organisation's Refund Policy;
- c) I have received and understand the information provided regarding prerequisites for this course;
- d) I believe I meet the prerequisites for this course;
- e) The information I have provided is true and correct to the best of my knowledge; and
- f) I understand and accept that the information I provide will be used for the purposes outlined in the Privacy Notice.

**Participant Signature:**

Date:

**Parent/Guardian Signature:**

Date:

(If the participant is under the age of 18 years, this form must be signed by a parent/guardian)