



FIRST AID TRAINING REFUND POLICY

CANCELLATION AND REFUND POLICY

Public course

Red Cross is happy to **rebook** your course at no extra cost provided you make contact any time prior to the course start date/time.

Red Cross is happy to **cancel** your booking and provide a full refund provided you make contact **at least 24 hours prior**.

No refunds will be made for any **cancellation** made within 24 hours of the course start.

If you do not notify us of nonattendance, you have two business days to contact us for course rebooking. If no contact is made within two business days, no refund will be made, and any rebooking will be at full cost.

CANCELLATION AND REFUND POLICY

Group (exclusive) course

Red Cross is happy to **rebook** or **cancel** a group course at no extra cost, provided we receive notification at least 5 working days prior to the course start.

Red Cross will charge an administration fee of 10% of the total course cost for **rebooking** a group course where we receive notification 5 working days or less prior to the course start.

Red Cross will charge an administration fee of 25% of the total course cost for **cancelling** a group course where we receive notification 5 working days or less prior to the course start.

If Red Cross has booked an external venue on the customer's behalf, additional rebooking or cancellation fees may apply, in accordance with the venue's policy.

An organisation can change participants at any time for no additional cost. If total participant numbers drop below the minimum specified in the training contract or quotation, a minimum charge may apply.