

REFUND POLICY

Public Individual Course Booking

CIRCUMSTANCE	REFUND POLICY
Cancelling your course booking 72 hours or more before your practical workshop	Full refund of total fees paid minus a \$25 Administration Fee.
Cancelling your course booking less than 72 hours before your practical workshop, or in case of lateness or no-show.	No refund will be given. You may re-book at a discounted price of 10% off the full course fee.
Rescheduling your course booking MORE than 72 hours before the booked Workshop.	Reschedule your booking one time without penalty. Any further rescheduling will attract a fee of \$25.00.
Rescheduling your course booking LESS than 72 hours before the booked Workshop.	A fee equivalent to the course being booked minus 10% will be charged.
	NOTE: Unused course fees will expire three (3) months after the original payment was made and cannot be refunded or used for credit.

Private Corporate Group Booking

CIRCUMSTANCE	REFUND POLICY
Cancelling your private group workshop booking with more than 7 days notice	Full refund of fees minus a \$50 Administration Fee.
Cancelling your private group workshop booking with less than 7 days notice	No refund of fees will be given.
Rescheduling your private group workshop booking with more than 7 days notice	One time with no penalty. Subsequent reschedule requests for the same booking will attract a \$50.00 fee in addition to the course fees. Any course fees that are held by us will expire three (3) months after the original payment was made and cannot be refunded or used for credit.

Refund Policy

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Rescheduling your private group workshop booking with **less than 7 days notice**

A rebooking fee equal to 50% of course cost will be charged (up to max. \$500).

PROCEDURE FOR REFUND REQUESTS

1. Phone or email P: 0423 185 801 admin@fluidlearning.com.au
2. Receive, complete and return a refund request form
3. Management to review the request and make a decision
4. Client contacted with outcome
5. If approved, refund processed within 7 days