

# REFUND POLICY

## Public Individual Course Booking

CIRCUMSTANCE	REFUND POLICY
Cancelling your course booking <b>72 hours or more</b> before your practical workshop	Full refund of total fees paid minus a \$25 Administration Fee.
Cancelling your course booking <b>less than 72 hours</b> 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 <b>72 hours or more before</b> your practical workshop.	Reschedule your booking one time without penalty. Any further reschedule requests for the same booking will attract a fee of \$25.00 for each request. Unused course fees held by us due to rescheduling will expire three (3) months after the original payment was made and cannot be refunded or used for credit.
If Fluid First Aid cancel a workshop due to unforeseen circumstances	You will be entitled to a full refund of fees paid, or booking can be rescheduled at no cost.

## Private Corporate Group Booking

CIRCUMSTANCE	REFUND POLICY
Cancelling your private group workshop booking with <b>more than 7 days notice</b>	Full refund of fees minus a \$50 Administration Fee.
Cancelling your private group workshop booking with <b>less than 7 days notice</b>	No refund of fees will be given.
Rescheduling your private group workshop booking with <b>more than 7 days notice</b>	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 six (6) months after the original payment was made and cannot be refunded or used for credit.
Rescheduling your private group workshop booking with <b>less than 7 days notice</b>	A rebooking fee equal to 50% of course cost will be charged (up to max. \$500).

### Refund Policy

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# PROCEDURE FOR REFUND REQUESTS

1. Phone or email P: 0423 185 801 [admin@fluidlearning.com.au](mailto: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

