Connect Asia Pacific Pty Ltd (CAP)

PO Box 500, North Adelaide SA 5006
Tel: 618 8349 7890 Fax: 618 8349 7890

REFUND POLICY:

1. CAP Initiated Refunds

Where a refund results from circumstances caused by CAP (e.g. cancelled class) a full refund of the fee shall apply. No administrative fee for the provision of this refund will apply.

2. Student Initiated Refunds

- An administrative fee of $50.00 per refund will apply for the provision of a participant-initiated refund.
- A **full refund** less the administrative fee will apply where a participant:
  - ❖ Withdraws before delivery commences, OR
  - ❖ Enrols in another course, workshop or seminar offered by CAP.
- Where a participant withdraws for reasons of personal circumstances before 50% of the delivery has been concluded, **a 50% refund** of the Scheduled Fee shall apply.
- **Refund arrangements will not apply** to the Recognition of Prior Learning (RPL) fee.

3. Student Initiated Refunds – Fee for Service

- There will be **no entitlement to refund of fees for Fee for Service Courses** except at the discretion of the Chief Executive.
- There are **no refunds of fees and charges for weekend workshops** as no allowance is made for participant withdrawals in the costing of these courses.

The Above Policy Will Be Strictly Adhered To.