



Skills-for-Life Training Cancellation Policy

For an individual participant who has paid a course fee, if cancellation is made more than 48 hours before course commencement, a refund will be made less a 20% administration fee. If a training participant can provide a medical certificate or show extreme personal or other hardship that necessitates withdrawal 48 hours or less before course commencement, a refund will be made less a 20% administration fee. If cancellation is made less than 48 hours before course commencement without such proof of illness or hardship, or the person booked does not attend, no refund will be made.

If Lifeline Hunter Central Coast cancels a course for whatever reason, a full refund will be made or payment can be rolled over to the next available course on instruction.

In the case of a group booking of five or more participants for which a rate has been negotiated, if the booking is cancelled more than seven days but less than 14 days prior to commencement of the planned training, a 20% administration fee will be charged. If cancellation of a group or organisation booking of five or more participants is made less than seven days before course commencement, 50% of the negotiated rate will be charged.

Invoices will only be issued to organisations. Bookings by private individuals are to be made via our Lifeline Training Calendar credit card payment facility.

Bookings can be rolled over once only providing the original invoice has been paid. If a full-priced place is rolled over to a place at an early bird special price, the original price cannot be discounted. In case of securing a place at one of our skills-for-life workshops at an early bird special price, rollover to another workshop outside of early bird offers will attract a gap payment. To confirm reservations of early bird special price bookings, priority placement will be given to those participants who have arranged for their invoices to be paid before the special price cut off date.

Contact the Training Manager on 1300 152 854 for further information.