

POLICY: CANCELLATION

Accrete works closely with our clients to ensure that they get as much value from our services as possible. We understand that training and other services sometimes need to be cancelled or postponed and we will, as far as possible, work with our clients to ensure they receive the best outcome. Please contact Accrete via email in order to cancel or reschedule.

Services cancelled by the client:

Cancellation of training or consultancy services more than 5 working days prior to the scheduled delivery will not incur a fee. If a program or course is postponed or cancelled within 5 working days of scheduled delivery then 100% of the course fee will be charged to the client.

In the circumstance where non-refundable travel expenses or other expenses have been incurred by Accrete those costs will be charged to the client/organisation. Accrete will first seek to obtain a credit through the provider (ie QANTAS etc) however if that is unsuccessful then reimbursement will be sought through the client.

Note: Accrete purchases airfares, accommodation and other costs for travel to remote regions 2 weeks prior to the delivery of the service or upon confirmation of course delivery, whichever occurs first. If confirmation does not occur until one week prior to delivery then it is anticipated that airfares and accommodation will be higher than otherwise. Further, there is a risk that there will be no availability of airfares and/or accommodation.


Courses cancelled by Accrete:

Should Accrete need to change, cancel or postpone a service then as much notice as possible will be provided to the client, together with any information that would assist in the rescheduling of that course. Such communications shall be carried out by telephone and confirmatory email.

Policy Review

Accrete may make changes to this policy and procedure from time to time to improve the effectiveness of its operation. In this regard, any staff member who wishes to make any comments about this Policy may forward their suggestions to the CEO. Any staff member who requires assistance in understanding this Policy should contact the General Manager.

APPROVAL

Policy applies to	All staff	Approval date	11 September 2017
Approval authority	CEO	Signature	
Date of Last Revision	11 September 2017	Date of Review	2 February 2018

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