

## Cancellation Policy

1. **GENERAL** Jayne's Health Education – Mental Health First Aid includes all courses offered by Jayne's Health Education including Standard and Workplace Mental health First Aid courses via blended online and face-to-face structure.

Registration and payment for these courses are made via contacting the instructor directly or through [www.jayneseducation.com.au](http://www.jayneseducation.com.au). Your booking is deemed completed when we receive your payment in full. We do not reserve bookings without payment. A confirmation email will be sent to you at the time of booking and payment.

- Payment options are by either credit card or paypal (paypal including split payments) at the time of registering, or by direct deposit. Credit cards accepted are Visa and MasterCard.
- Payment approval is needed before access to learning materials can be provided. Note this can take up to 3 business days over busy holiday periods. Tax invoices will be emailed to the registrant.
- Payment must be received by Jayne's Health Education 7 days prior to the commencement of the course. If payment is not received, the attendee may be asked to provide a credit card for payment at the commencement of the course. Late payments may be considered to fill spaces in meet minimum requirements for courses.
- Discounts can be arranged for workplaces supporting multiple, four or more, registrants for the same day course.

Jayne's Health Education reserves the right to cancel, postpone or reschedule courses due to low enrolments or unforeseen circumstances including COVID-19. Where a refund is due to a participant a full refund will be made within 14 days via the same method payment was made unless requested otherwise.

Bookings where no payment has been received can be cancelled at any time without penalty.

2. **CANCELLATION AND REFUND.** If you wish to change any details of your booking, please contact Jayne's Health Education directly and we will do our best to accommodate your request.

If you are cancelling your registration to attend a course and are applying for a refund, you need to contact Jayne's Health Education in writing via email to [mhfa@jayneseducation.com.au](mailto:mhfa@jayneseducation.com.au).

If notification is received:

- More than seven (7) working days before the course a full or part refund will be provided subject to confirmation of course requirements. Registrants must take into consideration prior to requesting a refund that venue, food and beverage, resources, etc. may have been finalised and confirmed prior to the course and therefore would have incurred considerable and non-refundable costs to Jayne's Health Education.
- Less than seven (7) working days prior to course commencement no refunds will be made for cancellations due to delivery of materials requiring minimal delivery times, and arrangement of supplies and venues.

Jayne's Health Education cannot accept responsibility for changes to work commitments or personal circumstances within this working day period. Jayne's Health Education will accept a transfer of the registration to another member of the paying organisation at no extra cost.

- No refunds or transfers will be granted on the day, or the day after the completion of the course. Please understand that we are a small business and may find it difficult to fill your vacant spot so close to the booking date. We apologise for any inconvenience.
  - All cancellations must be received in writing to Jayne's Health Education at [mhfa@jayneseducation.com.au](mailto:mhfa@jayneseducation.com.au). A full refund will be given to all registrants if a course has been cancelled by Jayne's Health Education.
  - If registrants are unable to complete all four components of the course, participants will be allocated to attend a future course to complete all components, no partial refunds will be made. No partial refunds will be made for change of mind during a course.
  - Jayne's Health Education has the right to cancel courses if there are not enough participants to meet the minimum requirement by MHFA™. This includes if participants have commenced or completed eModules. Participants will be allocated to the next course that allows the minimum number of participants go complete the training. A timeframe may not be able to be provided if it cannot be foreseen when the next course will run. Number of participants required for each course can be found on [www.jayneshealtheducation.com.au](http://www.jayneshealtheducation.com.au).
3. **NON-ATTENDANCE.** If a registered attendee fails to attend a course for which they had registered, the course registration fees will not be refunded or allocated to another Jayne's Health Education – Mental Health First Aid course. Medical emergencies and/or extenuating circumstances may be taken into consideration by the instructor.
4. **COVID-19.** In the event registrants are unable to attend a course due to COVID-19 registrants will be rescheduled for the next appropriate course. If all registrants are fit and healthy to attend courses however are in isolation face-to-face courses can be adapted to online blended courses.
- Within 7 working days prior to commencement of course full or refunds partial (reasons listed above) will be considered upon a written request made to [mhfa@jayneseducation.com.au](mailto:mhfa@jayneseducation.com.au).

Jayne's Health Education Cancellation & Refund

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