



<i>Policy Number:</i>	<i>TC-CAN-001</i>
<i>Effective from:</i>	<i>30 July 2025</i>

# Thawun Consultancy

## Cancellation, Refund & Rescheduling Policy

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### 1. Purpose

This Cancellation, Refund & Rescheduling Policy (“Policy”) outlines the terms and conditions relating to cancellations, postponements, rescheduling arrangements, refunds, credits, and service delivery obligations for all services provided by Thawun Consultancy.

The purpose of this Policy is to ensure:

- Clear and transparent communication between the consultancy and clients;
- Consistent operational practices;
- Fair and reasonable cancellation procedures;
- Protection of resources, planning, and operational commitments;
- Professional management of bookings and service delivery; and
- Appropriate handling of unforeseen circumstances impacting scheduled services.

As many consultancy services involve extensive planning, travel arrangements, preparation, community engagement, facilitator scheduling, venue coordination, and resource development, cancellations can result in significant operational and financial impacts.

This Policy has therefore been established to support respectful, accountable, and professional working relationships with all clients and stakeholders.

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### 2. Scope

This Policy applies to all programs, workshops, training sessions, consultancy services, presentations, facilitated sessions, and community engagement activities delivered by Thawun Consultancy.

This includes, but is not limited to:

- Mental health and wellbeing programs;
- Social and emotional wellbeing workshops;
- Burnout prevention programs;
- Cultural capability training;
- Community engagement activities;
- Consultancy and advisory services;
- Keynote speaking engagements;
- Professional development training;
- Workplace wellbeing sessions;
- Online or virtual service delivery;
- Face-to-face service delivery;
- Group facilitation; and
- Community or organisational events.

This Policy applies to:

- Government organisations;
- Aboriginal Community Controlled Organisations;
- Non-government organisations;
- Educational institutions;
- Corporate organisations;
- Community groups;
- Private businesses; and
- Individual clients where applicable.

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### **3. Definitions**

For the purpose of this Policy, the following definitions apply.

#### **Business Day**

A business day refers to Monday through Friday excluding public holidays in the applicable Australian state or territory.

#### **Client**

Refers to the organisation, business, agency, representative, or individual engaging the services of Thawun Consultancy.

#### **Consultancy**

Refers to Thawun Consultancy including its facilitators, contractors, employees, and authorised representatives.

#### **Service**

Refers to any workshop, presentation, consultancy engagement, training session, program, facilitation, event, or activity delivered by the consultancy.

### **Cancellation**

Refers to the termination, withdrawal, postponement, or non-proceeding of a confirmed booking.

### **Rescheduling**

Refers to the movement of a confirmed booking to another agreed date or time.

### **Credit**

Refers to funds retained by the consultancy to be used toward future services.

### **Refund**

Refers to monies returned to the client in accordance with this Policy.

### **Unforeseen Circumstances**

Refers to circumstances beyond reasonable control, including but not limited to:

- Illness or injury;
- Emergencies;
- Natural disasters;
- Extreme weather events;
- Travel disruptions;
- Government restrictions;
- Family emergencies;
- Community safety concerns; or
- Other unavoidable circumstances affecting service delivery.

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## **4. Policy Statement**

Thawun Consultancy is committed to delivering professional, culturally safe, and high-quality services to all clients and communities.

The consultancy recognises that unforeseen circumstances may occasionally require bookings to be cancelled or rescheduled. This Policy establishes fair and transparent processes to manage cancellations while recognising the operational commitments and preparation required for service delivery.

All parties are expected to communicate respectfully, professionally, and in a timely manner regarding any changes to confirmed bookings.

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## **5. Booking Confirmation**

A booking is considered confirmed when:

- Written confirmation has been received;
- A quotation or agreement has been accepted;
- A purchase order has been issued where applicable;
- An invoice has been accepted; or
- A deposit or payment has been made.

Upon confirmation of a booking, the client acknowledges and accepts the terms outlined within this Policy.

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## **6. Client Cancellation Policy**

Due to operational planning, preparation, staffing commitments, and potential travel arrangements associated with service delivery, cancellation fees may apply where a confirmed booking is cancelled by the client.

All cancellation timeframes are calculated using business days only.

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### **6.1 Cancellation More Than 21 Business Days Prior**

Where the client cancels a confirmed booking more than twenty-one (21) business days prior to the scheduled service date:

- A full refund will be provided; or
  - The client may elect to retain the amount as credit toward future services.
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### **6.2 Cancellation Between 21 and 14 Business Days Prior**

Where the client cancels less than twenty-one (21) business days but more than fourteen (14) business days prior to the scheduled service date:

- A cancellation fee equal to twenty-five percent (25%) of the total booking value will apply.

The remaining balance may:

- Be refunded; or
  - Be retained as credit in accordance with this Policy.
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### **6.3 Cancellation Between 14 and 7 Business Days Prior**

Where the client cancels within fourteen (14) business days but more than seven (7) business days prior to the scheduled service date:

- A cancellation fee equal to thirty-five percent (35%) of the total booking value will apply.

The remaining balance may:

- Be refunded where applicable; or
  - Be retained as organisational credit.
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### **6.4 Cancellation Between 7 Days and 48 Hours Prior**

Where the client cancels within seven (7) days but more than forty-eight (48) hours prior to the scheduled service date:

- A cancellation fee equal to fifty percent (50%) of the total booking value will apply.

The remaining balance will generally be retained as credit unless otherwise agreed upon in writing.

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### **6.5 Cancellation Within 48 Hours**

Where the client cancels within forty-eight (48) hours of the scheduled service date:

- A one hundred percent (100%) cancellation fee will apply.

No refund or credit will ordinarily be issued unless otherwise agreed by Thawun Consultancy.

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## **7. Non-Attendance or Failure to Participate**

Where a client, organisation, participant, or representative:

- Fails to attend a scheduled service;

- Is unavailable at the agreed commencement time;
- Fails to provide access to the venue or platform;
- Prevents delivery of the service; or
- Otherwise fails to proceed with the confirmed booking,

this may be treated as a cancellation within forty-eight (48) hours and the full service fee may apply.

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## **8. Credit Arrangements**

Any remaining credit under AUD \$2,000 will ordinarily be retained as organisational credit for future use with Thawun Consultancy unless otherwise agreed upon in writing.

Credits may be applied toward:

- Future workshops;
- Consultancy services;
- Training programs;
- Staff wellbeing sessions;
- Community engagement activities; or
- Other approved services.

Credits:

- Are non-transferable unless approved in writing;
  - Are not redeemable for cash unless otherwise agreed;
  - Must generally be used within twelve (12) months of issue unless otherwise approved by the consultancy.
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## **9. Refund Arrangements**

Any remaining balance exceeding AUD \$2,000 may be eligible for refund where mutually agreed upon by both parties.

Refund requests will be assessed taking into consideration:

- Preparation already undertaken;
- Resources developed;
- Facilitator scheduling commitments;
- Contractor expenses;
- Venue costs;
- Travel and accommodation costs;
- Administrative expenses; and
- Other operational costs associated with service delivery.

Approved refunds will generally be processed within fourteen (14) business days.

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## **10. Facilitator Cancellation or Rescheduling**

Where a facilitator or representative of Thawun Consultancy is unable to deliver a scheduled service due to unforeseen circumstances, the consultancy will make reasonable efforts to:

- Reschedule the service to the next most suitable available date;
- Provide an alternative facilitator where appropriate; or
- Negotiate an alternative service arrangement with the client.

The consultancy will not be liable for indirect or consequential losses arising from facilitator cancellation or rescheduling.

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## **11. Travel & Accommodation Costs**

Where travel and accommodation arrangements have been booked specifically for service delivery:

- Any non-refundable travel or accommodation expenses already incurred may remain payable by the client;
  - Such costs may be deducted from any refund amount; and
  - Evidence of expenses may be provided upon request.
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## **12. Force Majeure**

Neither party shall be held liable for failure or delay in performing obligations where such delay or failure arises from circumstances beyond reasonable control, including but not limited to:

- Natural disasters;
- Floods;
- Fires;
- Pandemics;
- Government restrictions;
- Civil unrest;
- Transport disruptions;
- Serious health concerns; or
- Community emergencies.

Where possible, both parties will work collaboratively to reschedule services in a reasonable timeframe.

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## **13. Client Responsibilities**

Clients are responsible for:

- Providing accurate booking information;
- Ensuring participant attendance where applicable;
- Providing safe and appropriate facilities;
- Communicating cancellations promptly;
- Ensuring suitable access to venues or online platforms; and
- Meeting payment obligations in accordance with agreed terms.

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## **14. Amendments to Bookings**

Requests to amend or reschedule bookings should be submitted in writing as early as possible.

Approval of amendments remains at the discretion of Thawun Consultancy and may incur additional fees where significant operational changes are required.

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## **15. Confidentiality & Professional Conduct**

Thawun Consultancy is committed to maintaining professional and respectful working relationships with all clients and communities.

All parties are expected to engage respectfully throughout communications, service delivery, cancellations, and rescheduling processes.

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## **16. Policy Review**

This Policy will be reviewed to ensure ongoing effectiveness, operational suitability, and alignment with business practices and service delivery requirements.

Thawun Consultancy reserves the right to amend or update this Policy at any time.

The version of the Policy current at the time of booking confirmation will apply.

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# POLICY INFORMATION

<b>Policy Name</b>	Cancellation, Refund & Rescheduling Policy	<b>POLICY NUMBER</b>	TC- CAN-001
<b>Version</b>	1.1	<b>Status</b>	Active
<b>Effective Date</b>	30 July 2025	<b>Review Date</b>	TBA
<b>Policy Owner</b>	Thawun Consultancy	<b>Approved By</b>	Managing Director
<b>Policy Category</b>	Operational / Client Services	<b>Applies to</b>	All clients, organisations, facilitators, contractors, and stakeholders engaging services