

Cancellation and Transfer Policy:

The following cancellation and transfer policy applies to the Coaching Accreditation Course:

All cancellations or changes must be requested in writing or by email to programs-admin@growthcoaching.com.au

Transfers

- ❖ If you transfer to another course, only one change is allowed and rescheduling must take place within 12 months of initial course.
- ❖ Transfers greater than 4 weeks prior to the course attract no fees.
- ❖ A transfer fee of \$100 plus GST is applicable if you transfer less than 4 weeks prior to the start of the course.

Cancellations

- ❖ Cancellations greater than 4 weeks prior to the course attract no fees and the full course fee will be refunded.
- ❖ Cancellations less than 4 weeks prior to phase 1 of the course will attract a cancellation fee of 50% of the course fee plus GST.
- ❖ There is no refund or credit for “no-shows” on the day of the course.

Timeframe	Transfer to another course	Cancellation
Greater than 4 weeks prior to phase 1 of the course	No additional fee	Full refund
Less than 4 weeks prior to phase 1 of the course	\$100 plus GST	50% of course fee
“No Show” Not attending phase 1 of the course	Not applicable	100% of course fee

The cohort learning experience is an important aspect of this course. It is essential that intending participants are able to attend Phase 1 and Phase 3 workshops with the same cohort. Please ensure that you are able to do this prior to completing your application.

In exceptional circumstances when participants have completed Phase 1 and need to change cohort groups, it will be necessary for them to redo Phase 1 with another cohort. A transfer fee of \$400 plus GST will be applicable.

In the event that the course is cancelled, registrants will be reimbursed their registration fee.

Phase 4 Cancellation Policy

Coaching session dates and times will be mutually agreed between you and your Coach.

If for some reason you are able to keep an appointment you must let your Coach know no later than 24 hours before the appointment. The full coaching session fee will be charged if an appointment is not met and the Coach has not been provided with this adequate notice.

Coaching sessions must be undertaken within 12 months of them being booked and paid for. Any unused coaching sessions will not be refunded.