

Advance OHS - Cancellation and Refund Policy

This policy sets out the circumstance at which a student is entitled to a refund for a course.

Face to Face/Classroom Courses

- Course fee is non-refundable if you fail to attend or cancel within 24 hours of the course booked. Medical certificates will be accepted. Rebooking must be done within 4 weeks.
- AdvanceOHS may impose a 20% cancellation fee if course is cancelled 2 weeks prior to the commencement of the program.
- Transfers are available prior to the commencement of the course.
- There is a small chance that some classes may be overbooked due to no shows and last minute cancellations. If a class is overbooked, we will accept students either on a first in basis; ask for volunteers willing to give up their booking; or at the discretion of AdvanceOHS and/or trainer. In exchange you will receive compensation of Advance OHS choosing that is not greater value than the course fee.
- Advance OHS reserves the right to cancel courses if there are insufficient registrations.
- This policy is available on our website

Online Courses (Trainonline.com.au)

- Course fees are **non-refundable**. Please ensure the course you are booking is the right one for you