

Cancellation and Refund Policy

Purpose

Children First Training (CFT) offers a range of training and Professional Development courses and events for both staff and fee-paying members of the wider community. This Policy specifies the conditions when courses or events are cancelled and/or refunds are requested.

Terms and Conditions

Please refer to our full “Terms and Condition” document for details of our standard operating procedures, terms and conditions. This document should be read in conjunction with our “Privacy. CFT manages returns and processes refunds in accordance with the Australian Consumer Protection legislation. Our Cancellation and Refund Policy is final and non-negotiable.

Payments

1. All payments are to be made in Australian dollars.
2. GST is not applicable to our services, as we are part of Growing Potential Ltd, a not-for-profit charity.
3. Payment is required when registering for any of our courses or events.
4. Payments are to be made via our secure portal on our website. For bulk registrations (more than five people) please contact us via training@childrenfirsttraining.edu.au
5. We accept VISA and MASTERCARD. Alternate payment methods may be available on request. Please contact us via training@childrenfirsttraining.edu.au to discuss.
6. All successful registration payments received by CFT will be receipted via email. If a workplace has paid for an educator, the name of the participant will be recorded on the invoice.
7. Payments cannot be accepted in person at any event.

Confirmation

1. An automated email is generated notifying you that your registration has been received.
2. If you have not received a notification email with 48 hours of registration, please email us via training@childrenfirsttraining.edu.au

Cancellations

1. CFT makes every effort to ensure that scheduled courses and events take place as planned.
2. CFT also reserves the right to alter any arrangements, including cancelling the course.
3. Courses and event dates may sometimes be changed due to unforeseen reasons.
4. CFT will notify you as soon as possible if a course has to be cancelled. You will be offered an alternative course registration, or a refund of the registration fee paid.
5. If you need to travel from a distance to attend one of our events, we recommend not booking travel/accommodation until 14 days before the scheduled date. If CFT has to cancel/reschedule a course with less than 14 days' notice, you must contact CFT via training@childrenfirsttraining.edu.au before the scheduled date to discuss travel reimbursement.

Transfers

1. If you are unable to attend a course or event, you can transfer of your registration to another person only when:
 - you have paid your registration in full
 - a course or event is cancelled, or the date or venue changed by CFT
 - a written request, via email, is received by CFT at least one week or more prior to the scheduled date (for face to face events), or one business day before an online course/event.
2. Only one transfer per person, per course, is available.
3. Please note transfer of registration for eLearning courses is not permitted.
4. Once approved by CFT, the new registrant will be required to complete the registration process.
5. Transfers are valid for up to six (6) months. If not used within 6 months of the date of the original event, the registration will lapse.
6. Providing the above conditions are met, there is no administration fee payable for transfers.

Refunds

1. Please choose carefully as we do not offer a refund if you change your mind or find yourself unable to take part.

2. If you withdraw from a course more than seven (7) days before a face-to-face event, or two (2) days before an on-line event, and a **medical certificate** is provided, the registration fee is refundable. A request for a refund, with supporting medical certificate, is to be forwarded to training@childrenfirsttraining.edu.au
3. Please note refunds of registration fees for eLearning courses is not permitted.
4. All refunds will incur an administration fee.
 - For face-to-face events, the refund administration fee is \$10.00
 - For on-line events, the refund administration fee is \$5.00

Law and jurisdiction

These terms and conditions will be governed by and constructed in accordance with Australian law, and any disputes relation to these terms and conditions will be subject to the non-exclusive jurisdiction of the courts of Australia.