



### **Standard Operating Procedure and Policies for Cancellation of Booked Workshops and Trainings:**

**All Leap SA policies and procedures adhere to the ACCC consumer and business affairs laws and code of conduct!**

Once a workshop and/or training has been confirmed and paid for;

- The fee will be refunded in full if notification of cancellation of the service is given at least two months before commencement
- 50% of the fee will be refunded if notification is given one month before commencement
- No refund will be given if the service is cancelled less than one month before the commencement of the delivery of the workshop and/or training
- No refund will be given in the case of “a change of mind”

**Information from the ACC website, please see link below:**

*You can't cancel a service contract or get a refund if the problem was outside the control of the provider or if you:*

- *changed your mind*
- *insisted on having a service provided in a particular way, against the provider's advice*
- *failed to clearly explain your needs to the provider.*

<https://www.accc.gov.au/consumers/consumer-rights-guarantees/cancelling-a-service>

Policy created – Jan 2017

Policy updated –Jan 2019