# APGA Training Course Cancelation and Refund Policy

APGA understands that circumstances may arise that necessitate changes to your participation in our training courses. To ensure a fair and transparent process, we have established the following cancellation policy:

**Cancellation Deadline:** Cancellations must be received by close of business (COB), 28 days prior to the course date. The specific deadline may vary depending on venue requirements for final numbers. Please refer to the course details or contact our team for the exact deadline applicable to your training course.

**Refund Policy:**

- Cancellations received before the specified deadline will be eligible for a full refund.

- Cancellations after the deadline are not eligible for a refund.

**Substitutions:** If you are unable to attend the course after the cancellation deadline, we welcome substitutions. You may transfer your registration to another individual by providing their name and contact information to our team before the course begins. Substitutions can be made at no additional cost.

**Refund Processing:** Refunds, when applicable, will be processed within 14 days from the date of cancellation. Please note that processing times may vary based on the payment method used for the initial transaction.

**Requesting Cancellations:** To initiate a cancellation or request a refund, please contact our Course Coordinator at apga@apga.org.au or call on 02 6273 0577. Include your full name, course details, and a brief reason for the cancellation in your communication.

**Exceptions:** Exceptions to this policy may be considered on a case-by-case basis, and decisions will be at the discretion of the course organisers.

**Changes to the Policy:** This cancellation policy is subject to change, and any updates will be communicated through our official channels. Please review the policy periodically for any revisions.

By registering for our training course, you acknowledge and agree to abide by the terms of this cancellation policy.