Transfers and Cancellation Policy

# Cancellations

This policy is to ensure that the client who enrols into a short course is aware of the requirements and obligations for transferring and cancelling enrolments.

Clients who enrol into any short course trained or facilitated by MBA Group Training are required to provide a minimum of five business days’ written notice if they wish to cancel their enrolment from training course. Clients who wish to cancel their enrolment who do not provide written notice within five business days will be required to pay full course fee\*.

Should a client need to cancel their enrolment within the five business days’ notice period, substitutions of another client may be accepted (should the new client meet eligibility requirements)

Written notification is to be sent via email to training@mba.org.au

MBA Group Training reserves the right to cancel any training initiative or to postpone it to an alternative date. All registered participants affected by such postponement will receive a full refund or be offered the opportunity to transfer to the next available training course.

Failure to attend short course training without written notice within five business days will result in the full course fee being charged\*.

*\*exceptions may apply. They will be assessed on a case by case basis and a decision will be made by Short Course Training Manager*

# Transfers

This policy is to ensure that clients are aware of their obligations if they wish to transfer their enrolment to a different training date. Clients who wish to transfer their enrolment to a different training date must provide five business days written notice\*. A client may only transfer their enrolment to a different training date twice.

If clients are wishing to transfer monies paid for a training course to a new client, they must provide written notice within two business days of the training date\*.

Clients who transfer their enrolment and fail to attend without written notice will result in the full course fee being charged\*. Written notification is to be sent via email to training@mba.org.au

\*exceptions may apply. They will be assessed on a case by case basis and a decision will be made by Short Course Training Manager

**Responsibility: Short Course Training Manager**

**Approved: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**