

## Basic Rescue and Transport Training Cancellation Policy

The following cancellation policy is applicable to all Wildlife Victoria Basic Rescue and Transport training events. Once a registration form has been completed and payment has been secured for your chosen training event (this may include a rescue kit purchase of \$50 on top of the ticket price), the following applies:

### Section 1: Event cancelled by Wildlife Victoria

In the event of a training session being cancelled or postponed by Wildlife Victoria, a full refund of the fees paid will be given to all participants. Participants may wish to transfer their registration to an alternative date and location where there is availability.

### Section 2: Participant cancels

If the participant cancels five (5) days (or more) prior to the training session date, a full refund will be given. The attendee may transfer to another training event date.

If the participant cancels four (4) days (or less) before the training session a partial refund of 50% applies to the ticket portion of fees paid. The participant can transfer to another training event date and location where there is availability.

If a participant cancels with less than 24 hours' notice, no refund will apply in this instance to the ticket portion of fees paid.

### Section 3: Participant does not attend

If a participant does not attend a training session they are booked into, and they do not advise Wildlife Victoria in writing prior to the event, no refund will apply in this instance to the ticket portion of fees paid.

*Please note: Administrative fees may apply to refunds processed. The full amount of any rescue kit purchase (\$50) will be refunded in all instances of a cancellation or no show on the day.*