



GLASSER  
AUSTRALIA  
IGNITE THE POWER OF CHOICE

---

## Glasser Australia Training Refund Policy & Procedure

### 1. Introduction:

Glasser Australia (GA) is committed to providing quality training and understands and respects that circumstances may change, and you may need to request a refund for our training services. As such, GA is required to have and provide detail of a fair and reasonable refund process in accordance with the Australian Competition and Consumer Commission (ACCC).

### 2. Purpose:

This GA policy sets out guidelines for training participants to access a refund and is to ensure fair and reasonable refund practice.

### 3. Scope:

The GA Training Refund Policy and Procedure relates to the refund of training fees paid.

### 4. Procedure:

- a) Refunds will be considered for training programs offered by GA.
- b) All refunds will incur a cancellation administration fee of \$200.00 for the processing of the registration, reporting and other administrative actions related to the cancellation.
- c) To be eligible for a maximum refund, you must submit your request in writing to [gaadmin@glasseraustralia.com.au](mailto:gaadmin@glasseraustralia.com.au) ten (10) calendar days prior to the commencement of the training.
- d) Provide your full name, training details, payment details, and a brief explanation.
- e) If an eligible refund request has been submitted in writing at least ten (10) calendar days prior to the commencement of the training program, the full training cost, less cancellation administration fee, will be refunded.

### 5. Special Circumstances and Considerations

Clients who experience unforeseen circumstances resulting in withdrawing from training may be eligible to apply for a special consideration for a partial or full refund of training fees.

- a) Participants wishing to apply for special consideration in the above circumstances may do so by emailing [gaadmin@glasseraustralia.com.au](mailto:gaadmin@glasseraustralia.com.au)
- b) The special circumstance refund request will be tabled at the next Board Meeting for the Board Members to consider its validity for a partial or full refund.



## 6. Transfer of Training Fees

If the participant has paid the training fees in full, they can request in writing to [gaadmin@glasseraustralia.com.au](mailto:gaadmin@glasseraustralia.com.au) to transfer the training fee to another training event with an administration transfer cost of \$100.00 will apply.

## 7. Refund Approval

Refunds are subject to approval by the President and or Treasurer. If your request is approved, the refund will be processed within ten (10) calendar days.

## 8. Payment Method for Refunds

Refunds will be issued using the same payment method used for the original payment. If this is not possible, alternative arrangements will be made.

## 9. Glasser Australia Cancel Training

In the event of GA cancelling a training program no administration fee will be charged, and a full refund will be paid.

<b>Policy Title</b>	Training Refund Policy		
<b>Developed by</b>	Jo Astorini, Bec Lane, Cath Whalan, Paula Baxter, Peter Zanol		
<b>Adopted by</b>	Glasser Australia Board		
<b>Adoption Date</b>		<b>Scheduled Review Date</b> October 2025	<b>Reviewed:</b> October 2023
<b>Version</b>	3.0		

