

ECU Health Simulation Centre - Terms and Conditions on Cancellations

1. Refunds of fees for an ECU Health Simulation Centre short course (**Course**) may be granted (less an administration fee of \$100) if the participant makes a written cancellation request to the ECU Health Simulation Centre at least 30 days before the applicable Course start date. Subject to clauses 3 and 6, refunds of Course fees will not otherwise be granted.
2. Participants who wish to transfer their registration to an equivalent Course scheduled for another date, should make a written request to the ECU Health Simulation Centre at least 30 days in advance of the start date of the Course for which they are registered (**Original Course**). Transfer requests made in this manner will, where possible, be facilitated subject to:
 - a. Course availability; and
 - b. the transfer not having an adverse impact on the conduct of the Original Course (including but not limited to, bringing the number of participants below the minimum number required to offer the Course).
3. If a participant is unable to attend a Course for medical reasons, the participant may request a refund or transfer by making a written request, supported by a medical certificate, to the Director of the ECU Health Simulation Centre. In response to a request made pursuant to this clause, the Director may either:
 - a. authorise the transfer of the participant's registration to another equivalent Course scheduled for a future date within 12 months of the Original Course; or
 - b. authorise a refund of pre-paid Course fees (less an administration fee of \$100).
4. Full payment of the applicable Course fees is required prior to a participant's commencement of any Course.
5. A confirmation notice will be provided to all attendees who successfully register for a Course.
6. The ECU Health Simulation Centre may cancel planned Courses at any time, including at short notice, if :
 - a. the minimum number of participants for a particular Course (which is determined by the ECU Health Simulation Centre in its absolute discretion) has not been reached; or
 - b. a change in circumstances make the provision of the particular Course impracticable or impossible.
7. Where a Course is cancelled by the ECU Health Simulation Centre pursuant to clause 6, Course fees paid by the affected participants shall be refunded.