

# Cancellation Policy - Training Courses

## Facilitated Training Course Disclaimer

This material presented has been prepared for general information only. It has not been prepared for any person's individual circumstances and is not intended to be legal, medical or workplace health and safety advice. The EML Group\* takes no responsibility for the accuracy, currency, reliability and correctness of any information included in the material provided.

An individual will be responsible for making his or her own assessment of the material and should verify all relevant representations, statements and information with their own professional advisers.

The EML Group disclaims, to the extent permitted by law, all warranties, representations or endorsements, express or implied, with regard to the material including but not limited to, all implied warranties of merchantability, fitness for a particular purpose, or non-infringement.

\*To learn more about the EML Group, please visit [[www.eml.com.au](http://www.eml.com.au)]

## Employer training cancellation policy

The EML Group provides a range of courses and training options designed to increase understanding of workers compensation legislation and minimise health and safety risks.

The EML Group reserves the right to cancel any course at any point in time at its own discretion and participants will be notified of cancellations using details supplied during registration.

A full refund for the cost of the ticket including the booking fee will be issued by the EML Group for any fee-paying courses.

No refunds will be made for any other incidental expenses incurred by the participant for both paid and unpaid courses.

## Participant cancellations

Where the participant has requested cancellation of their ticket, and the course has not been cancelled by the EML Group, then the EML Group will refund the cost of the course including booking fee, as long as the request to cancel the ticket has been received at least 24 hours prior to the course commencement.

Refunds will not be issued for cancellations either not received or received within 24 hours prior to the course commencement.

Where a course is provided free and cancellation is not received or received within 24 hours prior to the course commencement, the EML Group reserves the right to refuse the participant to register for future courses.

Where a participant does not attend a course and does not provide communication of non-attendance (no show) no refund will be made (where there is a fee for the course). The EML Group also reserves the right to refuse the participant to register for future courses.

No refunds will be made for any other incidental expenses incurred by the participant for both paid and unpaid courses.

Participants wishing to cancel ticket/s should email [mutualbenefits@eml.com.au](mailto:mutualbenefits@eml.com.au) and include their full name, course title, and order number. In most cases, refunds will be made directly to the credit card that was used to purchase the ticket and should appear in the purchasers account within three to five business days.

## Transferring tickets

Tickets are transferrable subject to notice and cancellation periods outlined above.

Participants wishing to transfer ticket/s should email [mualbenefits@eml.com.au](mailto:mualbenefits@eml.com.au) and include their full name, order number, the name of the course they wish to transfer their ticket from, as well as the name of the course they wish to transfer their ticket to.

EML does not guarantee that additional sessions of a particular course will be held. If this is the case, a credit for another course title will be offered where possible, and subject to the notice and cancellation periods outlined above.