

WALGA Terms and Conditions of Enrolment

Course Transfer and Cancellation Policy

WALGA Training recognises that plans can change. Unfortunately, there will be times when transfers or cancellation will attract a cost. This policy explains the Terms and Conditions as outlined below.

Cancellation by a Participant or a Local Government

All transfer or cancellation requests must be made by emailing training@walga.asn.au.

Training at WALGA – If you wish to change or cancel your confirmed course the following applies:

- More than 10 business days prior to course commencement – no charge for either a cancellation or change request.
- Cancellation request between 10 – 6 business days – 50% refund on pre-payment.
- Less than 5 business days, no refund for cancellation and no transfer to another date allowed.
- Non-Attendance – there is no refund or transfer for non-attendance.

You must submit a written cancellation request via email with supporting documentation to apply for a refund, should your cancellation be due to the following COVID-19 situations:

- You are required to self-isolate or quarantine (and the training course falls within this period) due to:
 - being a confirmed case of COVID-19; or
 - having close contact with a confirmed case of COVID-19; or
 - living in or having been in a high risk area within Australia;
- You have COVID-19 symptoms or have been tested for COVID-19 and awaiting test results (and the course falls within the period of awaiting test results).

In House Training at your Local Government

A confirmed booking will attract a cancellation fee as outlined below.

- Cancellation is to be received by WALGA Training via email to training@walga.asn.au
- More than 20 business days prior to course start – pre-paid costs such as travel will be charged to the Local Government.
- 20 – 10 business days, 50% of the training course cost plus pre-paid costs such as travel will be charged to the Local Government.
- Less than 10 business days, 100 % of the training course cost plus pre-paid costs such as travel will be charged to the Local Government.

Cancellation or Course Change by WALGA Training

Training scheduled at WALGA:

- In the rare event that WALGA Training has to change or cancel a course less than 20 business days prior to course start, WALGA Training will provide a full refund on prepaid course fees. This will not include any travel cost incurred by participant/s.
- In case there are mandated restrictions announced relating to COVID-19, training will be delivered via ZOOM with no additional cost to any party. However cancellation penalties apply as outlined above.