



REFUND POLICY

TRAINING: EVENTS, COURSES & WORKSHOPS: For refunds please contact: coordinator@wcfid.co.za

1. This policy applies to face-to-face (venue based) and online training.
2. In cases where a **maximum number of attendees** has been specified for training and a booking has excluded someone else from attending, a refund will not be given. The payment amount will be put towards the next booking for training.
3. If notification of non-attendance is received (via email) by the WCFID **one week before** the scheduled date for training, payment amounts which include amounts received for CPD or CPTD points, will be refunded less a 10% refund administration fee.
4. If notification of non-attendance is received (via email) **less than a week** before the scheduled date for training, payment amounts will be put towards the next booking for training.
5. If the WCFID cancels training, payment amounts will be fully refunded.
6. If the WCFID postpones training, payment amounts will be put towards bookings for the new date for training.
7. Online courses (e.g. 'All About Me') –
 - If notification of non-attendance is received (via email) by the WCFID **one week before** the scheduled start of the course and a reason for cancellation is provided, the payment amount will be refunded less a 10% refund administration fee.
 - A refund option is not available once the online course has started.
 - If the first component of a course is not completed, special terms and conditions apply, for more details please contact: trainer@wcfid.co.za

RESOURCE PURCHASES: For refunds, please contact: admin@wcfid.co.za

1. You may return resource purchases for a refund within 10 (ten) days from receipt thereof.
2. Resources must be returned in the same original condition as at the time of purchase.
3. Refund amounts will be based on the price paid, less any delivery, postage or insurance costs.
4. Given the nature of E-book (PDF) purchases, payments for these purchases are non-refundable.

