

REFUND POLICY:

TRAINING - EVENTS, COURSES & WORKSHOPS

1. If the WCFID is notified of non-attendance within 24 hours of the scheduled date and time for training, amounts will be refunded.
 - Valid reasons for non-attendance, submitted within a shorter notification period, will be considered for refund by WCFID Management.
 - Amounts not refunded will be out towards the attendee's cost for the next available training.
2. Should an attendee request that the WCFID carries over any amounts for the next available training, the following applies –
 - Amounts will only be held in credit for a maximum period of 6 (six) months or until the end of the financial year, 31 March, whichever comes first.
3. If the WCFID postpones training, payment amounts will be put towards bookings for the next available training, see point 2, or refunded.
4. If the WCFID cancels training, payment amounts will be refunded, see point 2 for the option of a carryover of any amounts paid.
5. In instances where a **maximum number of attendees** has been specified for training and non-attendance has excluded someone else from attending, the WCFID reserves the right not to refund amounts that have been paid by the non-attendee. Valid reasons for non-attendance may be considered by WCFID Management?
6. **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 any amounts for expenses incurred by the WCFID.
 - A refund option is not available once the online course has started, valid reasons for non-attendance may be considered by WCFID Management.
 - If the first component of a course is not completed, special terms and conditions apply, for more details please contact: trainer@wcfid.co.za

For refunds for training please contact the Training Coordinator at: coordinator@wcfid.co.za

RESOURCE PURCHASES:

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.

For refunds for resource purchases, please contact the Administrator at: admin@wcfid.co.za