

Training Cancellation and Refund Policy

Registering and payment obligations

By registering for this training, you agree to pay the full training fee unless the refund policy or the discounted rate applies.

By registering for this training at the discounted rate, you agree to pay the discounted rate unless the refund policy applies. The discounted rate applies if you have received written confirmation from ACTCOSS that you can attend this training at a discounted rate.

Refund policy

This refund policy applies to everyone who has registered for ACTCOSS training, whether they intend to pay for this training before, on, or after the training date.

Cancellation by ACTCOSS

If ACTCOSS cancels or postpones this training, ACTCOSS will provide you with a full refund or, if available, transfer your booking to an alternative date at no additional cost.

Cancellation by registered participant

If you cancel 7 business days or more before the training date, a full refund will be given.

If you cancel 6 business days or less before the training date, no refund will be given.

All cancellations must be made to ACTCOSS in writing by email - actcoss@actcoss.org.au

No-show policy

If you do not attend this training and fail to provide written notice as per this policy, you will not be eligible for a refund.

Exceptional circumstances

ACTCOSS recognises that exceptional circumstances may arise. ACTCOSS may, at its discretion, consider partial or full refunds for cancellations made within 6 days if exceptional circumstances can be demonstrated (e.g. medical emergencies). Evidence will need to be provided. Please contact us at actcoss@actcoss.org.au

More information



For more information about this policy, contact us via actcoss@actcoss.org.au