

Cancellations and refund Policy

Health Education Collaborative (HEC) is committed to the delivery high quality courses, programs and services that we provide, but do reserve the right to postpone or cancel any of these activities.

Our cancellation and refund policies give assurances to our customers that they will not be disadvantaged due to such an event taking place.

Cancellations.

If a course, event or service has been cancelled by HEC due to non-viable low numbers or other reasons out of our control HEC will:

1. Provide a full refund
2. Notify the participants with appropriate and timely notification

In the event of an online program being cancelled HEC will:

1. Notify all participants in writing via email
2. Provide a full refund to all participants

If a student or participant cancels their participation in a HEC course or event, the following applies:

For face to face courses, programs or seminars:

1. If a cancellation notice is received more than 21 working days prior to the event or course a refund will be processed less an administration fee of \$50.00.
2. If a cancellation notice is received less than 21 working days up to 72hrs prior to an event or short course a 50% refund applies.
3. If a cancellation notice is received less than 72hrs prior to a HEC course or event no refund will be given.
4. Students that cancel a course or program can defer and transfer to the next available course or program at no further cost.
5. Students and participants can appeal the above refund policies due to exceptional circumstances in writing to HEC.

Online courses:

Refunds for online courses where a student cancels their enrolment:

1. If a student cancels their course enrolment prior to commencing the course a \$50 cancellation administrative fee applies.
2. If a student cancels their enrolment in a course after commencement a 50% cancellation fee or \$50 administration fee (whichever is the greater) applies.

Course payments:

1. All fees must be paid at least 2 working days prior to a course or program.

2. Any special payment options such as early bird payment schemes must comply with the time frame set out for that program or course which the payment option is marketed.
3. Payment must be made in full prior to course commencement unless special arrangement has been made with individual students or participants, HEC reserves the right to refuse entry to students or participants that have not met this requirement.

Refund procedure:

1. Refund requests must be made via email to info@healthec.com.au
2. Reason for refund must be clearly stated in writing, any supporting documentation such as medical certificates, original payment details etc should be attached to the email or forwarded via mail.
3. Applications are reviewed and approved by HEC administration
4. Requests will be processed within 14 working days
5. Requests can be made via mail to:
Course administration
73 Durrant St
BRIGHTON VIC 3186

Refund payments:

1. Refund payments are made via EFT. If EFT attracts a fee this amount will be deducted prior to processing
2. Confirmation of refund will be forwarded to the individual

For any inquiries or assistance contact us via:

Telephone: 0419 939458 or 0444 547036

Internet:

Visit our website <https://healthec.com.au/>

Email: info@healthec.com.au

Mail:

Health Education Collaborative
73 Durrant St
BRIGHTON VIC 3186