Emcare Refund and cancellation policy

- Emcare have a cancellation policy to cover our costs of the client failing to attend as well as clients who continually defer their course, resulting in a time/profit loss. When booking you are occupying a seat on a course with very limited spaces and thus preventing another potential client from booking on the course slot you have taken.
- Failure to attend your allocated practical session on time, cancelling or attempting to defer within 48 hours of course commencement will result in FULL loss of your course fees paid.
- PLEASE ENSURE YOU DO NOT ARRIVE LATE. OUR SESSIONS START STRICTLY ON TIME AND YOU WILL FORFEIT YOUR FEES IF UNABLE TO RESCHEDULE YOUR BOOKING ON THE SAME DAY. (Doors are CLOSED FIVE minutes after start time as the practical sessions range from 15 minutes to one hour, with the next group straight after, which may or may not be the same course)
- Please GO the ADDRESS on your course invitation: It will either be 11 Formia Place, Secret Harbour OR Port Kennedy Community Centre.
- Emcare is happy to re-schedule your course to another day and time of your choosing or provide a refund of your course fees, less $20 admin fee if requested NOT within 48 hours of course commencement.** You will forfeit your FULL course fees if requesting to cancel or defer within less than 48 hours of course commencement.**
- Emcare will only allow ONE deferral of course date if changing your original booking to another date NOT within 48 hours of course commencement.** You will forfeit your FULL course fees if requesting to cancel after your first deferral, failing to attend or requesting to defer to a third course date.
- If booking a course starting within the next 2 days (48 hours):** Deferral of course date OR cancellation will not be accepted if you have booked a course commencing within the next 48 hours.* This is because when booking you are occupying a seat on a course with limited spaces and preventing another potential client from coming on the course. You will forfeit your FULL course fees if failing to attend or requesting a deferral to another date.
- If you have incorrectly booked onto a course, send an immediate email within less than TWO hours of your booking stating your ERROR in booking and Emcare will cancel and provide a FULL refund if requested. If this is not done within TWO hours the above policy will apply.
- Emcare will defer this cancellation policy if extreme circumstances can be demonstrated, ie: Dr's letter supplied at least "24 hours" before course commencement. Emcare does NOT accept Dr's letters on the same day of the course, unless the candidate has seen a Dr in the Emergency department for a serious illness or Covid Test. This is because anybody can obtain a DR's letter after neglecting or forgetting to attend their course on the day and claim to be feeling unwell. Emcare have received far too many "same day" Dr's letters from many candidates who have neglected to attend their scheduled booking and this has resulted in a financial loss to Emcare because we have had to pay a trainer to run that session.
- An admin cancellation FEE of $20 per candidate will apply, when cancelling courses outside the 48 hour period.
- Please send all enquiries regarding your course deferral or cancellation to *firstaid@emcare.com.au*)

** 24 and 48 hours DOES NOT include Saturday and Sunday. IE: You will not be able to defer or cancel a course on Friday that is starting on the Monday.