

## Fee refund policy

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This policy applies to AWDT programmes and events where a fee is payable by participants. As these programmes and events have a significantly different structure and delivery locations, they are treated separately in this policy.

Transaction fees mean fees charged by external payment service providers.

## 2. POLICY STATEMENTS

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### 2.1 Programme and event cancellations

If AWDT withdraws an offer of place or is unable to provide the programme/event for whatever reason at AWDT's sole discretion, any fees paid by participants are fully refundable.

### 2.2 Participant withdrawals

#### 2.2.1 'Future Focus' and 'It's all about YOU' programmes

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Withdrawal notification to AWDT	Transfer/ refund options
<b>More than 25 working days prior to programme start</b>	Transfer to a later programme if one is available nearby within the same year, or Full refund less any transaction fees.
<b>Less than a month / within 25 working days prior to programme start</b>	Transfer to a later programme if one is available nearby within the same year, or Refund less any transaction fees will only be made if your place is filled by someone on the waiting list.
<b>Less than 5 days prior to programme start or day of programme start</b>	Transfer to a later programme if one is available nearby within the same year. No refund will be made for withdrawal made in the week before the programme is due to start or after it has begun.

#### 2.2.2 Escalator and Next Level programmes

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Due to the nature of the Escalator and Next Level programmes:

- significant lead-in time is required by participants to plan and book any leave, travel and accommodation requirements, and
- non-attendance at any of the modules cannot be caught up in the following year/s.

Following participant agreement to the 'Offer of Position' and payment of the fees (personal contribution, scholarships and/or other contributions) these fees are non-refundable.

### **2.2.3 AWDT Events, Generation Change and Know your Mindset. Do what Matters.**

<b>Withdrawal notification to AWDT</b>	<b>Refund options</b>
<b>More than 14 days prior to event start</b>	Full refund less any transaction fees
<b>Less than 14 days prior to event start and up to 24 hours before event start</b>	Transfer to a later event if one is available nearby within the same year. No refund will be made for withdrawals made in the week before the event is due to start.
<b>Less than 24 hours prior to event start</b>	No refund and no name transfer will be made.

### **2.3 Exceptional circumstances**

In exceptional circumstances a full or partial fee refund may be made as approved on a case-by-case basis by the AWDT General Manager or Programme Manager within their delegated authorities.

Withdrawal under exceptional circumstances is primarily intended for unanticipated circumstances which prevent a participant from completing a programme. Such circumstances include serious illness or accident.