**Training Cancellation Policy**

1. **Policy Purpose**

In order to run high quality training it is important that we maintain optimal numbers in our training courses. This helps ensure a great training experience for all Trainees. This Policy outlines the terms and conditions of booked SMART Training and Cancellation notice periods and fees.

We understand that circumstances happen that may affect your ability to be able to attend a training you have booked in for. In these exceptional circumstances please contact us ([smartrecovery@srau.org.au](mailto:smartrecovery@srau.org.au)) and we will try to accommodate you as best we can.

1. **In-House Training cancellation**

Private Training courses held in-house at an organisation’s premises will be invoiced prior to the course being held and payment must be made prior to the date of the training.

If the client cancels the course at least 14 days before the course date, SMART Recovery may give a full refund, but this refund will be reduced by any expenses incurred by SMART Recovery Australia for things like flights and accommodation that have already been paid for. If the client doesn't give at least 14 days' notice, there will be no refund.

In the event of a course requiring rescheduling by SMART Recovery Australia an alternative rescheduled date will be arranged at a mutually acceptable date.

1. **Publicly Advertised Training Course Cancellations**

For public advertised training, held at premises set by SMART AU, 100% payment is required at least 7 days prior to the course date.

In the event of cancellation by the attendee, a full refund will be given, provided we receive notification of cancellation at least 14 days prior to the course date. Cancellations received less than 14 days before the training may not be entitled to a refund and it is at SRAU discretion.

In the event of a training requiring cancellation by SMART AU, the cost of the course will be refunded in full, or an alternative date suitable to the attendee will be rescheduled.

If you are unable to attend the training on the allocated date due to illness or any other unforeseen reason, you will be allocated a Standard Online Training space.

**Online Premium Live Training**

For the Online Premium Live training course, 100% payment is required to gain access to the theory modules component of the course.

In the event of cancellation of the 2 day practical component of the training by the trainee, or SMART Recovery an alternatively rescheduled date will be provided.

If you are unable to attend the training on the allocated date due to illness or any other unforeseen reason, you will be allocated a Standard Online Training space.

1. **Online Demand Training (and Post-Module Practice Session) cancellation**

For the Online Demand course, full payment is required before access is given to our bespoke training platform. At the completion of the online component, trainees book in for the 2 hour Live/Zoom session. Once booked in, if the participant or SMART Recovery cancels their training spot or doesn’t attend their allocated time, they will be required to book in again at their earliest convenience. Please note that trainees do not receive their SMART Facilitator certificate and are not able to run a SMART meeting until Phase 2 (the 2-hour live component) is completed.

1. **Online Professional Development Course cancellation**

No refund will be given once payment has been made and access to the online professional development modules has been provided.

If registrants have paid and have been provided access but have not started the course, SRAU will consider a switch of registrants but this is subject to SRAU discretion.

If participants complete the 4 module course and wish to continue with training and complete the practical component, then an arrangement for additional payment will be needed to do so.

| **Version** | **Date of Effect** | **Change Description** | **Approved By** |
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| 1 | 1st September 2023 | New Policy |  |
| 2 | September 2023 | FARR Consultation |  |
|  | October 2023 | Board Consultation |  |