

### Policy

Participants who wish to cancel their enrolment prior to course commencement may request a refund in line with this policy by completing the Credit/Refund Request form.

- 1.0 Full payment must be made before commencement of training, unless prior arrangements with NSCA have been made. For on-site training a 50% deposit prior to training must be made.
- 2.0 Cancellations received more than 10 working days in advance of the start of the course will be able to transfer to a future course without penalty. Cancellations will otherwise attract a 10% administration fee, and the balance of the course fee refunded.
- 3.0 Cancellations received between 5 and 10 working days before commencement of the course will forfeit 50% of the course fee.
- 4.0 Cancellations within 5 working days of the start of the course will forfeit 100% of the course fee.
- 5.0 Substitution of participant is acceptable without incurring additional costs.
- 6.0 Transfer to another course date is acceptable up to 5 working days before commencement of the course. A 10% administration fee will apply.
- 7.0 Non-attendance without notice will result in the full course fee being charged.
- 8.0 In all cases a substitute may be nominated to attend the original course without penalty.
- 9.0 Cancellation policies for specific courses may apply to override this general policy, where special arrangements for the conduct of some courses involve significant advance commitments by the NSCA.
- 10.0 Enrolment is accepted on the basis that NSCA will not be held liable for costs incurred due to course cancellation or rescheduling. NSCA will use all endeavours to give as early advice as possible of any course changes, and the above cancellation conditions will not apply where the NSCA cancels any training course.
- 11.0 Course dates and fees are subject to change without prior notice.
- 12.0 Clients who have an issue with their refund request or this policy may take action in accordance with the NSCA Complaints and Appeal Procedure.

### Related Documents

Credit/Refund Request Form  
Complaints and Appeals Procedure