



AHA(WA) Refund Policy

Training Courses

Classroom Courses

Written cancellations (via post, fax or email) only will be accepted. Telephone cancellations will not be accepted. All written cancellations received more than 5 working days prior to the event, will be accepted and fees refunded. If written cancellation is received less than 5 working days prior to the event, the full fee is payable or alternative dates to transfer a course are permitted with a \$55 course transfer/ administration fee.

If you are unable to attend a course due to illness, you may attend another course at a later date at no additional cost. If you do not attend a scheduled course and fail to give notice of non-attendance the full course fee is non-refundable.

The above policy does not apply to cancellations for courses previously transferred and are not eligible for a full refund. Alternative arrangements can be made by contacting the Training & Membership Executive on 08 9321 7701 or admin@ahawa.asn.au .

Australian Hotels Association (WA) reserves the right to cancel or vary any course and offer alternatives, including in the event of a course being under subscribed or if a trainer is unavailable. We will refund the course fees if a course is cancelled (i.e. not rescheduled) or if a course is rescheduled and you are unable to attend at the rescheduled time. An appeal/grievance process is in place if required. A copy of our Code of Practice can be viewed at www.ahawa.asn.au .

Online Courses

Once payment has been received for an online training course, refunds cannot be issued. Exceptions are made in the event of multiple payment errors.

Events

Refunds will only be issued where written notice of cancellation has been received by the AHA(WA) at least 14 days' prior to the event. Cancellations received less than 14 days prior to the event cannot be refunded.

Other than as provided for in this policy, refunds will only be issued as required by Australian Consumer Law. The Australian Hotels Association (WA) reserves the right to vary and/or change the refund policy at any time without notice. For any queries in relation to the refund policy, please phone the AHA(WA) on 08 9321 7701 or email exec@ahawa.asn.au .