

Wildlife Network Tasmania – Refund & Cancellation Policy

1. Course Cancellation by Wildlife Network Tasmania (WNT)

WNT reserves the right to cancel or reschedule a course due to unforeseen circumstances, including insufficient registrations, trainer availability, or external factors such as extreme weather conditions. If WNT cancels a course, registered participants will be offered:

- A full refund, OR
- The option to transfer their registration to a future session of the same or similar course.

2. Cancellation by Participants

If a participant needs to cancel their enrollment, the following policy applies:

- **More than 14 days before the course date** – A full refund will be provided, minus any processing fees.
- **7 to 14 days before the course date** – A 50% refund will be issued, OR the participant may transfer their registration to a future course (subject to availability).
- **Less than 7 days before the course date** – No refund will be provided. However, participants may transfer their registration to another eligible person.

Special Circumstances

Refund requests due to medical emergencies or exceptional circumstances may be considered on a case-by-case basis. Supporting documentation may be required.

3. No-Show Policy

Participants who do not attend their scheduled course without prior notice will not be eligible for a refund or course transfer.

4. Transfer of Registration

Participants who are unable to attend may nominate someone else to take their place at no additional charge. WNT must be notified at least 48 hours before the course.

5. Payment Policy

All course fees must be paid in full before attendance. Registrations are only confirmed upon receipt of payment.

6. How to Request a Refund or Cancellation

To request a refund, cancellation, or transfer, participants must contact WNT via email at info@wildlifenetworktasmania.org.au with their booking details.