

Cancellation Policy

APLS Course Booking Cancellation & Refund Policy

The following conditions apply to all courses offered by APLS per clause 1.4 of this policy. Registering on a course with APLS implies full acceptance of these conditions.

This policy is effective immediately and supersedes all previous versions.

General Conditions

This cancellation policy is based on our investment in staff, course planning, rostering of faculty, catering costs, venue hire, and the purchase and maintenance of equipment.

Cancelling your place on a course close to commencement date impacts everybody including potential candidates who are currently on our lengthy waitlists. Before deciding to cancel a booking from one of our courses, candidates are asked to consider the following conditions carefully.

COVID-19 cancellation

APLS understands the uncertainty and unpredictability of the Pandemic. Should a candidate find themselves unable to attend part or all of a course due to being positive to Covid-19, APLS will provide a refund to the value of the course registration fee paid. Provision of a refund is conditional upon the individual providing APLS with sufficient evidence (medical certificate stating you are Covid-19 positive) to demonstrate the need to cancel the booking is unavoidable.

Requests to cancel a booking on a course must be provided in writing with evidence attached to APLS email addresses as follows:

APLS Courses - aplescourses@apls.org.au

PLS Courses - pls@apls.org.au

GIC and ESDC courses - faculty@apls.org.au

Refresher courses - Refresher@apls.org.au

PAC Conference - finance@apls.org.au

Our standard Cancellation Policy applies in all other circumstances.

The following conditions apply:

1.1 Cancelling an APLS, Refresher or PLS (APLS Operated) course booking

- 1.1.1** Registration fees for a booking on a course **within fourteen (14) days** of the commencement date are non-refundable.
- 1.1.2** Registration fees for a booking on a course **within (15) to thirty (30) days** of the commencement date are refundable to the amount of 50% of the registration fee paid.
- 1.1.3** Registration fees for a booking of thirty-one (31) days or more from the course commencement date are fully refundable. Where an APLS 7th Edition Manual (digital or hardcopy) has already been provided, \$75 will be deducted from the refund amount.
- 1.1.4** Registration fees that require cancellation for one of the following reasons are fully refundable, conditional upon the required documentation being provided. Where an APLS 7th Edition Manual (digital or hardcopy) has already been provided, \$75 will be

deducted from the refund amount.

- COVID-19 positive (a medical certificate or statutory declaration to be provided)
- Illness (a medical certificate or statutory declaration to be provided)
- Family emergency / death of a family member (a medical certificate or statutory declaration to be provided)
- Scheduled exam (letter or evidence of date of exams to be provided)
- Leave has been rescinded by employer (letter from employer to be provided)

1.2 Cancelling a GIC or ESDC course booking

- 1.2.1 Registration fees for a booking on a course **within fourteen (14) days** of the commencement date are non-refundable.
- 1.2.2 Registration fees for a booking on a course **within (15) days to thirty (30) days** of the commencement date are refundable to the amount of 80% of the registration fee paid.
- 1.2.3 Registration fees for a booking of thirty-one (31) days or more from the course commencement date are fully refundable.
- 1.2.4 Registration fees that require cancellation for one of the following reasons are fully refundable, conditional upon the required documentation being provided.
 - COVID-19 positive (a medical certificate or statutory declaration to be provided)
 - Illness (a medical certificate or statutory declaration to be provided)
 - Family emergency / death of a family member (a medical certificate or statutory declaration to be provided)
 - Scheduled exam (letter or evidence of date of exams to be provided)
 - Leave has been rescinded by employer (letter from employer to be provided)

1.3 Cancelling a PLS (Hospital operated) course booking

- 1.3.1 Registration fees for a booking on a course **within twenty-four (24) hours** of the commencement date are non-refundable.
- 1.3.2 Where an APLS 7th Edition Manual (digital or hardcopy) has already been provided, \$75 will be deducted from the refund amount.
- 1.3.3 Course transfers will be accommodated where possible pending approval from the Hospital Co-Ordinator.
- 1.3.4 Registration fees that require cancellation for one of the following reasons **within twenty-four (24) hours** from the course commencement are fully refundable, conditional upon the required documentation being provided.
 - COVID-19 positive (a medical certificate or statutory declaration to be provided)
 - Illness (a medical certificate or statutory declaration to be provided)
 - Family emergency / death of a family member (a medical certificate or statutory declaration to be provided)
 - Scheduled exam (letter or evidence of date of exams to be provided)
 - Leave has been rescinded by employer (letter from employer to be provided)
- 1.3.5 Hospital funded cancellations will not incur any charges.

1.4 Cancelling a PAC Conference booking

- 1.4.1 Registration fees for a booking on a conference **within fourteen (14) days** of the commencement date are non-refundable.
- 1.4.2 Registration fees for a booking on a PAC conference of **fourteen (14) days or more** of the commencement date are fully refundable.

1.5 Changes to a booking

Regrettably APLS is unable to change bookings or hold places for candidates wishing to change course dates.

1.6 Applicable events

This policy applies to all APLS (2 and 3 day), GIC, ESDC, PAC and PLS (1 day) courses and events managed by APLS. A list of current courses and registration fees can be viewed [HERE](#).

1.7 Disclaimer

All cancellation fees will be administered at the sole discretion of APLS management.

APLS reserves reserve the right to cancel any scheduled course or event. In the event of a cancellation, candidates will be notified, and a refund or voucher provided. Refunds may take up to 14 working days to be processed. APLS courses are subject to sufficient enrolment numbers in addition to the availability of faculty.