



## Refund and Reschedule Policy

At Elite Safety Academy, we aim to provide flexible and fair options for our clients. Please read our refund and reschedule policy carefully:

### 1. Rescheduling Requests

- All reschedule requests must be made in writing and emailed to [Casey@elitesafetyacademy.com.au](mailto:Casey@elitesafetyacademy.com.au).
- Requests must be submitted at least **24 hours prior to the course commencement**.
- If a reschedule request is made within **24 hours of the course start time**, a **credit voucher** will be issued. This voucher allows you to reschedule your course online at a time that suits you.

### 2. Cancellations and Refunds

- If a cancellation is made **after the course has commenced**, you will **not** be eligible for a refund or a credit voucher.

### 3. General Terms

- We encourage timely communication to ensure smooth processing of requests.
- Elite Safety Academy reserves the right to review and amend this policy as needed.

Thank you for choosing Elite Safety Academy. If you have any questions, please contact us at [Casey@elitesafetyacademy.com.au](mailto:Casey@elitesafetyacademy.com.au).

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