

Cancellation and Refund Policy

Please refer to below table with regards to Bounce Consulting Cancellation and Refund policy.

Cancellation Request	Cancellation Fee
>= 5 Working Days	\$110
< 5 Working Days	50% of the Course Fee
< 2 Working Days	100% of the Course Fee

The refund will be made within 15 working days from the date of request being sent to BOUNCE CONSULTING. The refunds shall be credited to the account if paid by bank account transfer (subject to availability of bank details), or to the credit card if the course fee has been paid by credit or debit card. You can contact our administration team for any further clarification. BOUNCE CONSULTING allows students a “once only” transfer between courses, venues or dates, provided we are given notice of 5 or more business days prior to course commencement, and subject to course participant numbers and any eligibility and pre-requisite criteria for the new chosen course being met by the participant. Further transfers will incur an administration fee. The applicant will be solely responsible to contact BOUNCE CONSULTING to get information on administration fee. BOUNCE CONSULTING reserves the exclusive right to cancel, postpone or vary course dates or training venues, including but not limited to courses that have not achieved their minimum number of enrolments. In case of industry training package updates affecting a course you are enrolled in, BOUNCE CONSULTING’s teach out and transition policy will apply. This may mean you need to transfer into a new course.

Dress code

Courses are conducted in a simulated work environment; therefore students must be attired appropriately. Students are required to wear closed shoes/boots only. Sandals or thongs are not allowed. BOUNCE CONSULTING reserves the right to cancel students not following the dress code. No refund will be allowed for students cancelled for non compliance to Dress Code.

Late arrival/non-attendance

Students arriving late may not be allowed into class and no refunds or rescheduling will be allowed. Students arriving late or missing any days of training will be required to undertake a catch-up session with the instructor, for a charge of \$600 per session, for each day that they arrive late or didn’t attend.