



REFUNDS: BOAT LICENCING

Once you have booked your place, we are already working for you and paying administration fees for software, etc.

Fees

The software administration fee (PayPal – usually a few dollars), are not refunded (you have the option to pay via Bank Transfer), PLUS SisterShip Training charges an administration fee of \$35.

You may cancel your booking by:

1. Contacting SisterShip Training, at the minimum of 48 hours prior to course commencement, by phone and by email. At times we are training full days and may not read your email straight away, a phonecall ensures that your request is received within the time limitations.

Reimbursement or attend another course:

2. We may reimburse the full course amount (less Administration fees (as above)) if you request them or you can attend the course on another day (depending on numbers).

No show or late notice:

3. There is no refund if you have not notified us (at least 48 hours prior to course commencement) and fail to show for the scheduled course at all, or you do not arrive within 30 minutes of the start time without a valid reason. We may be able to provide the option of including you in another course. (Please note, there is a lot of information imparted during this short course and if you are late, it is impossible for us to revisit material and extend the time). We hire premises for a set time and often cannot extend this time.

Health/Governmental Mandates

4. Lockdowns/health mandates etc, that prevents the course going ahead will result in a full refund minus administration fees (as above).

Cancellation via SisterShip Training:

5. If we have to cancel the course due to unforeseen circumstances, we will issue a full refund without any administration fee deductions.

It is important to secure your place by paying the fee prior to the course date, the course often becomes full a day or two prior to the date with last minute bookings. However, please note, if there are places left and you elect to pay on the day via electronic means, there is an additional charge of \$ to cover the additional fees we receive. (If you utilise our link from the website there are no 20 additional fees above those charges, but if you need an invoice on the day, this additional charge comes into play).

- **IMPORTANT:** This agreement forms part of the Waiver policy. By undertaking a SisterShip Training course you are confirming you have read and you agree to both this refund policy and the Waiver policy.