

# ADVANCED LIFE SUPPORT 1 (ALS1)

## Terms and Conditions

### 1. Enrolment Confirmation

- Enrolments are confirmed **once full payment has been received and processed**.
  - Participants must complete the **pre-course webform** to provide required mailing and dietary information.
  - The **ALS1 workbook** will be posted after receipt of the completed webform.
  - Failure to complete the webform may result in **withdrawal from the course** and forfeiture of fees.
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### 2. Transfers

St John WA understands that unforeseen circumstances may occur and allows for **one transfer per booking** under the following conditions:

- **No fee** applies if the transfer request is made **at least two (2) weeks before** the scheduled course date.
- **50% of the course fee** will be charged for transfer requests made **within two (2) weeks** of the course date, as
- Where a transfer is approved by St John WA due to extenuating circumstances, a **\$100 transfer fee will apply** to cover trainer and venue costs that have already been committed.
- **No transfer** is permitted once the course has commenced.
- A **new date must be nominated** at the time the transfer is requested.
- All transfer requests must be submitted **in writing** to [training@stjohnwa.com.au](mailto:training@stjohnwa.com.au).
- **Multiple transfers are not permitted.**
- A **fee waiver** may be considered in **extenuating circumstances**:

Each case will be reviewed individually, and supporting documentation may be required.

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### 3. Refunds

Refunds are not typically issued once a booking is confirmed; however, St John WA will consider requests under specific conditions.

#### 3.1 Refund Eligibility

- Refund requests must be received **at least four (4) weeks before** the course date.
- A **partial refund** will apply, with a **\$77 administration and workbook fee** retained.
- **No refund** is available for requests made **within four (4) weeks** of the course date, as classes close three (3) weeks prior and costs are committed.
- A **full refund** will only be offered if:
  - The course is **cancelled by St John WA**, or
  - **No suitable transfer date** is available.

#### 3.2 Valid Reasons for Refund Consideration

Refunds may be approved under **exceptional circumstances**, including:

Supporting documentation may be required.

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### 4. Non-Attendance

- Participants who fail to attend and have not contacted St John WA prior to the course start time will **forfeit the full course fee**.
  - **No refund or transfer** will apply in cases of **non-attendance**.
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### 5. Substitutions

- A **substitute attendee** may be nominated **prior to the course** if they meet the eligibility criteria (registered health professional).
  - Substitution requests must be made **in writing** to [firstaid@stjohnwa.com.au](mailto:firstaid@stjohnwa.com.au)
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## 6. Course Cancellation or Rescheduling by St John WA

- St John WA reserves the right to **cancel or reschedule** a course at any time due to factors such as trainer illness, insufficient enrolments, or operational requirements.
  - In such cases, participants will be offered:
    - A **transfer to an alternative date**, or
    - A **full refund** if no suitable date is available.
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## 7. Course Materials

- Each participant receives a **printed ALS1 workbook** and welcome letter via post once enrolment is confirmed.
  - The workbook fee is **included in the course cost** and is **non-refundable once issued**.
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## 8. Limitation of Liability

St John WA's liability is limited to the **total value of the course fee paid**.

St John WA will not be responsible for any **indirect or consequential losses**, including but not limited to:

- Travel or accommodation costs,
  - Loss of income, or
  - Any other expenses incurred as a result of course cancellation, rescheduling, or non-attendance.
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## 9. Contact Information

All refund, transfer, or substitution requests must be made **in writing** to:

 [firstaid@stjohnwa.com.au](mailto:firstaid@stjohnwa.com.au)

 (08) 9334 1233

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## Summary Table

| Request Type                   | Timeframe Before Class | Fee / Refund Outcome                                                        |
|--------------------------------|------------------------|-----------------------------------------------------------------------------|
| Transfer                       | ≥ 2 weeks              | Free transfer                                                               |
| Transfer                       | < 2 weeks              | 50% of course fee payable                                                   |
| Transfer                       | < 5 business days      | \$100 transfer fee – approved by St John WA under extenuating circumstances |
| Refund                         | ≥ 4 weeks              | Refund minus \$77 (admin & workbook)                                        |
| Refund                         | < 4 weeks              | No refund – transfer only (if possible)                                     |
| No show / no contact           | Anytime                | Full fee forfeited                                                          |
| Course cancelled by St John WA | Anytime                | Full refund or free transfer                                                |