

CANCELLATION AND NON-ATTENDANCE POLICY & PROCEDURE

(TRAINING AND PROFESSIONAL CONSULTATION SERVICES)



1.0 PURPOSE

Autism Queensland (AQ) understands there are times when planned training and professional consultation cannot go ahead or when a participant is unable to attend. Costs are incurred by AQ regardless of whether a scheduled service takes place or not. This policy aims to minimise the negative effect on both AQ and its customers when a service is cancelled.

2.0 SCOPE

This Policy applies to all customers who access training, workshops and professional consultation services provided by Autism Queensland.

3.0 POLICY

Autism Queensland aims to balance customer and organisational financial interests in relation to cancellations and non-attendance.

4.0 DEFINITIONS

4.1 Adequate Notice Cancellation

Cancellation with more than five (5) business days' notice.

4.2 Short Notice Cancellation

Cancellation of the scheduled service with more than two (2) business days' notice but less than five (5) business days.

4.3 Extra Short Notice

Cancellation of the scheduled service with less than two (2) business days' notice.

Failure of an online session to go ahead due to technical difficulties at the customer's end, and which are not due to any fault of AQ, is considered an Extra Short Notice Cancellation.

4.4 Non-Attendance

Non-attendance for scheduled delivery of training or professional consultation services without notice. This includes services delivered using technology, e.g. online.

4.5 Business Day

Monday to Friday 8:00am – 5:00pm.

5.0 PROCEDURE

5.1 Communication

Customers will be advised of AQ's *Cancellation and Non-Attendance Policy & Procedure* at the time of the initial service quote, via telephone or email, or advertisement of scheduled workshop.

Customers will be provided with a copy of AQ's *Cancellation and Non-Attendance Policy & Procedure* at the time of confirmation of a service booking and it will also be available on AQ's website.

To cancel an appointment or training registration, customers can contact the office of the appropriate AQ centre within business hours. Alternatively, customers may leave a message if contacting over a weekend or public holiday. However, the business days' notice periods still apply.

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5.2 Cancellation Fees

- 5.2.1 Where AQ cancels as the service provider, no charge is made to the customer. Wherever possible the service will be rescheduled at no additional cost to the customer. If paid in advance, where the service cannot be rescheduled a full refund will be provided.
- 5.2.2 Where the customer cancels with adequate notice, there will be no charge for the scheduled services. If paid in advance, the cost of the professional services will be refunded, however non-refundable travel costs already incurred in preparation for service delivery will not be refunded. (*4.1 Adequate Notice Cancellation*).
- 5.2.3 Where the customer cancels with short notice (*4.2 Short Notice Cancellation*), there will be a 50% charge for the scheduled service. If paid in advance, 50% of the cost of professional services will be refunded, however non-refundable travel costs already incurred in preparation for service delivery will not be refunded. Alternatively, an invoice will be issued for 50% of the cost of professional services.
- 5.2.4 Where the customer cancels with extra short notice (*4.3 Extra Short Notice*) or does not attend the scheduled service (*4.4 Non-Attendance*), the full charge for the service will be applied. Non-refundable travel costs already incurred in preparation for service delivery will not be refunded.

5.3 Substitution of Attendees

Substitution of attendees can be accommodated, however must be agreed with Autism Queensland in advance.

5.4 Rescheduling a Scheduled Service

Customised services can be rescheduled to a mutually convenient date and time when adequate notice (*4.1 Adequate Notice Cancellation*) is provided. Services should be rescheduled within 3 months of the originally scheduled date. If the change in date and time of the scheduled service is due to client request and there are additional costs incurred in changing travel arrangements these additional costs will be charged to the client.

6.0 RELATED DOCUMENTS

Legislation

Competition and Consumer Act 2010

Privacy Act 1988 (Cth)

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