

### Cancellation and non-attendance policy

To qualify for a full refund, notice of cancellation must be received by QFHS, in writing, prior to the beginning of the course. (email: [education@qfhs.org.au](mailto:education@qfhs.org.au)) After the course has begun, refunds will only be made in the case of serious illness or family emergency. The amounts refunded in such situations will be at the discretion of the QFHS Education Sub-Committee.

If you cannot attend a particular session, you will receive all session materials and resources, but no pro-rata refund will be applied.