

Holiday Zoom Small Group - Refund & Withdrawal Policy

Places in our holiday Zoom small-group classes are strictly limited. Once a student is enrolled and payment is received, the place is reserved and is no longer available to other families. Please confirm your child's availability before enrolling.

Change of Mind

No refunds will be issued for change of mind, scheduling conflicts, inability to attend, or failure to attend scheduled sessions. This includes situations where a student has started the course and decides not to continue.

Cancellation by Us

If we cancel a course for any reason, enrolled students will receive a full refund processed within 7 business days to the original payment method.

Transfers and Deferrals

Course enrolments cannot be transferred to a different course or deferred to a future term. If you would like another child to attend in place of the enrolled student for the same course, please contact us and we will do our best to accommodate this.

Illness or Extenuating Circumstances

While we are not obligated to provide refunds for missed sessions, we may at our discretion offer a credit toward a future course where a student is unable to attend due to serious illness or emergency, supported by appropriate documentation (e.g. medical certificate). This is offered as a goodwill gesture and is not guaranteed.

Your Rights Under Australian Consumer Law

Our services come with guarantees that cannot be excluded under the Australian Consumer Law. Nothing in this policy limits or overrides your rights under the Australian Consumer Law, including your right to a remedy where services do not meet consumer guarantees.

How to Request a Refund

To discuss a refund or raise a concern, please message us at www.scholarlytraining.com/whatsapp. We aim to respond within 2 business days.