

SINGAPORE RED CROSS ACADEMY

WITHDRAWAL & REFUND POLICY

Withdrawal or Deferment	Before Payment/ More than 5 working days	<ul style="list-style-type: none"> ● Trainees are allowed to withdraw or change the dates of the course. ● A written request must be submitted to academy@redcross.sg at the latest, 5 working days before the start of the course. ● Any withdrawal or deferment requests made through other modes (eg. telephone calls, verbal notification over the counter) will not be accepted ● There will be no charges for any withdrawal or deferment requests made in more than 5 working days
	Within 5 working days	<p>For any withdrawal and deferment request made <u>WITHIN 5 WORKING DAYS</u>, the following charges applies:</p> <ul style="list-style-type: none"> ● Withdrawal/Cancellation Requests: 50% of the total course fee ● Deferment Requests: \$40 ● Change in Trainee Particulars: No charge
	Actual Course Day	<p>For any withdrawal and deferment request made <u>ON THE ACTUAL DAY</u>, the following charges applies:</p> <ul style="list-style-type: none"> ● Absent/No-Show: 100% of the total course fee ● Withdrawal/Cancellation Requests: 50% of the total course fee ● Deferment Requests: \$40 ● Change in Trainee Particulars: \$40
	After Course Day	<p>For any withdrawal and deferment request made <u>AFTER</u> the actual course day, the following charges applies:</p> <ul style="list-style-type: none"> ● Withdrawal/Cancellation Requests: 100% of the total course fee ● Deferment Requests: 100% Course Fee + 25% of the total course fee (penalty charges) + \$40 administrative fee <p>*A written request must be submitted to the Head of Academy via academy@redcross.sg for any waiver of penalties requests.</p>

REFUND POLICY	<ul style="list-style-type: none">● Full refund will be made only if the withdrawal/cancellation request is received in writing, at the latest, 5 working days before the course commences● NO REFUND will be made if withdrawal/cancellation request is not received in the mentioned period● NO REFUND will be made to participants who are absent or to those who did not complete the course● Participants who are absent due to medical/compassionate reasons must provide the relevant documents for verification purposes. Participants will be allowed to reschedule their course at no additional charge.● Participants who are requesting for a refund are required to complete the REFUND REQUEST FORM● Refund request can only be made after the course● Refunds will only be made in cheque 30 days upon submission of the Refund Request Form. Participants are to collect the cheque one month from the date of issue● Participants may change their course slots anytime. Administrative charges applies for deferment requests made in less than 5 working days before the course commences
----------------------	--

For further enquiries, reach us at academy@redcross.sg

Singapore Red Cross Academy
Updated as of January 2017