



## Terms and Conditions for Professional Development Courses

The Institute of Family Practice (IFP) aims to provide training at the most affordable price. This can only be achieved through the prompt payment of course fees.

- a. Complete your registration form and return to the Institute of Family Practice
- b. Select payment option:
  1. If the tax invoice is needed before payment, please note that payment is due seven (7) days from the date of the invoice.
  2. Only when payment is received will confirmation of placement in the course be valid.
  3. Payment for Service Group staff will be organised by the IFP through internal journal transfers to the Accounts Department.
- c. Payments of fees must be received a minimum of 7 days before the commencement of the course unless otherwise negotiated.
- d. Participants can transfer to another course as long as it is organised at least 14 days prior to commencement of the course.
- e. All confirmations of courses are made through email. Please inform IFP if there is any change to your email address when you book into a course.

### **Cancellation Policy**

#### **For accredited courses**

- If you cancel your registration at least 14 days before the course commences, a full refund will be made less a cancellation fee of \$60.00
- No refunds are made for any cancellation in the 14 days before the course commences except for special circumstances.
- The training program will be cancelled if there are insufficient registrations 2 weeks prior to the starting date. In the event of cancellation, any training fees will be fully refunded.

#### **For non accredited courses**

- If you cancel your registration at least 7 days before the course commences, a full refund will be made less a cancellation fee of \$30.00
- No refunds are made for any cancellation in the 7 days before the course commences.
- The training program will be cancelled if there are insufficient registrations 7 days prior to the starting date. In the event of a cancellation, any training fees will be fully refunded.

### **Feedback and complaints policy**

The Institute of Family Practice welcomes feedback and provides trainees and staff with the information and opportunity to do so. Please send your feedback to [info@ifp.nsw.edu.au](mailto:info@ifp.nsw.edu.au)

