

Cancellation Policy

Last updated 22nd February 2024



Merge AU have a set of principal cancellation rules that apply to our business includes Australian Sign Language (Auslan) programmes and MySign Auslan Online services.

In the event that the attendee terminates their course/workshop registration Merge AU will charge the following cancellation fee:

- a. If Merge AU cancels the course, the student's money will be refunded in full.
- b. If the student cancels 14 days prior to starting the course they will receive a refund of their payment less \$10.00 as an administration fee.
- c. If the student cancels 7 days prior to starting the course they will receive 75% refund of their payment less \$10.00 administration fee.
- d. If the student cancelled less than 48 hours prior to starting the course they will receive no refund.
- e. If the students decide or is unable to complete the course there will be no refund given.

A request to cancel must be received in writing (either by email, website message, text message or private message through Merge AU's Facebook messenger).

Should Merge AU cancel a course, a full refund will be given to the attendee within 7 days of the cancellation notification.

Merge AU reserves the right to cancel a booking(s) where circumstances so warrant. These may include, but are not limited to, emergency situations and due to not meeting minimum numbers.

If a class is postponed due to Auslan Teacher/Deaf Culture presenter illness or inability to teach, a make-up class will be scheduled.

If an attendee is unable to attend a class due to sickness, technical issue or other commitments, no refund shall be given.