



I CAN NETWORK LTD CANCELLATION POLICY

October 2021

Below is the I CAN Network Ltd Cancellation Policy. If you have queries under the Policy please contact Chris Varney, Founder and Chief Enabling Officer, at chris@icannetwork.com.au.

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SCHEDULE 1: I CAN ONLINE PROGRAM

No charge if notice of cancellation is given 10 days prior to commencement of Session #1

I CAN Network will not charge the participant if they provide notice of cancellation 10 days prior to commencement of the Online Group Mentoring start date.

\$125 AUD administrative fee if notice of cancellation with less than 10 days notice

If less than 10 days notice has been given to withdraw completely from the Online Group Mentoring program an administration fee of \$125 will be payable.

\$125 AUD administrative fee if notice of cancellation given after Session #1

Participants who withdraw from the Online Group Mentoring Program within 48 hours after Session #1 (participant has either completed the first session or did not attend but did not provide 10 days notice) will incur a \$125 administration fee.

Full \$270 AUD charge applied if notice of cancellation given 48 hrs after Session #1

Participants who withdraw 48 hours after Session #1 will be required to pay the full amount (\$270).



Participants who miss a single session will forfeit that session and no refund or reduction in invoice amount will apply.

Missed sessions (partial attendance)

If the participant misses a session, you are still required to pay the cost and you will not be offered a discount or a replacement session.

If you do not contact us within the prescribed time limits as listed above and do not attend any sessions you are still liable for the cost due to us having to pay staff and running of the program.

SCHEDULE 2: I CAN ONLINE PROGRAM (SCHOOL HOLIDAYS)

No charge if notice of cancellation is given 5 days prior to commencement of Session #1

I CAN Network will not charge the participant if they provide notice of cancellation 5 days prior to commencement of the Online Group Mentoring start date.

\$125 administrative fee if notice of cancellation with less than 5 days notice

If less than 5 days notice has been given to withdraw completely from the Online Group Mentoring program an administration fee of \$125 will be payable.

\$125 administrative fee if notice of cancellation given after Session #1

Participants who withdraw from the Online Group Mentoring Program within 24 hours after Session #1 (participant has either completed the first session or did not attend but did not provide 5 days notice) will incur a \$125 administration fee.

Full \$270 charge applied if notice of cancellation given 24 hrs after Session #1

Participants who withdraw after 24 hours after Session #1 will be required to pay the full amount (\$270). Please note for NDIS participants, a cancellation fee can be claimed against a participant's plan for the full amount.

Participants who miss a single session will forfeit that session and no refund or reduction in invoice amount will apply.

Missed sessions (partial attendance)



If the participant misses a session, you are still required to pay the cost and you will not be offered a discount or a replacement session.

If you do not contact us within the prescribed time limits as listed above and do not attend any sessions you are still liable for the cost due to us having to pay staff and running of the programs.

Note for NDIS Participants:

A cancellation fee may be charged against a participant plan and the full program fee can be claimed even if there is no attendance.

If the participant misses a session, you are still required to pay the cost. If you do not contact us within the prescribed time limits as listed above and do not attend any sessions you are still liable for the cost.

If you are unable to draw from NDIS funds for whatever reason, you will be personally responsible for the costs of the program.

SCHEDULE 3: I CAN SCHOOL® PROGRAM

Schools in the I CAN School program are advised to please refer to their service agreement for information about termination of an I CAN School package, cancellation, postponement of service, cancellation of a session and government mandated restrictions.

SCHEDULE 4: SPONSORSHIP OF I CAN EVENTS

Cancellation of Sponsorship must be notified in writing to chris@icannetwork.com.au

Any cancellations that occur after sponsorship branding has been used in public promotions (including newsletters, websites, social media, etc) will not be refunded.

Cancellations made within 14 business days of the execution of this agreement and prior to the Sponsor's branding being used in public promotions will receive a refund less a 25% cancellation fee.



SCHEDULE 5: CAMP PROGRAM

The policy takes effect from the date of registration forms being sent to the family.

The I CAN Network requires 14 days notice of cancellation to provide a full refund of money paid, less a 20% administration fee. This notice must be provided by email.

A 30% refund will be provided for notice with less than 14 days notice (up until 7 days prior). This incorporates all I CAN Network's administration fees. This notice must be provided by email.

No refund will be provided for cancellation with less than 7 days notice, unless there are medical reasons that necessitate cancellation. In this instance, a medical certificate must be provided. Medical reasons will not necessitate cancellation if they fall directly within 24 hours of the event.

This will differ if the participant has been offered a spot from the event waiting list. Final payment must be made within 24 hours or you forfeit your spot.