I CAN NETWORK LTD
CANCELLATION POLICY

	Date	Approver
Last review date	13 January 2026	CEO

Below is the I CAN Network Ltd Cancellation Policy. If you have queries under the Policy please contact I CAN Accounts at accounts@icannetwork.com.au

CONTENTS

1. SCHEDULE 1: I CAN ONLINE 1
2. SCHEDULE 2: I CAN SCHOOL® PROGRAM SERVICES 4
3. SCHEDULE 3: I CAN SPEAKING ENGAGEMENTS 5
4. SCHEDULE 4: SPONSORSHIP OF I CAN EVENTS 5

1. SCHEDULE 1: I CAN ONLINE

1.1 Purpose and Scope

Schedule 1 details the notice periods and cancellation fees for all I CAN Online programs, in alignment with the regulations and definitions set by the National Disability Insurance Agency (NDIA) and *NDIS Pricing Arrangements and Price Limits 2025-25 (effective 1 July 2025)*. It applies to all participants enrolled in the I CAN Online program, inclusive of multi-session and single-session program offerings as outlined below;

1.1.1 Multi-session Programs

- **I CAN Online Mentoring 6-week** (1-hour session, six sessions)
- **Dungeons and Dragons Social Server 6-week** (2-hour session, six sessions)
- **Minecraft Social Server 6-week** (2-hour session, six sessions)
- **Minecraft Social Server 4-day** (2-hour session, four sessions)
- **Minecraft Social Server 3-day** (2-hour session, three sessions)
- **Dungeons and Dragons Social Server 4-day** (2-hour session, four sessions)
- **Dungeons and Dragons Social Server 3-day** (2-hour session, three sessions)
- Any other advertised program delivered over a period of two or more days.

1.1.2 Single-session Programs

- **Minecraft Social Server 2-hour program** (2-hour session, one session)

- Any other advertised program delivered within one day, lasting less than 24 hours.

1.2 Cancellation and No Show Policy

a) If a service is cancelled at short notice, or there is a no show, you agree that we may charge the participant (or their guardian/representative) 100% of the full program fee, that would otherwise be payable to us if the participant:
   i) Does not attend a scheduled session or is not present within a reasonable time; or
   ii) Have provided **less than seven (7) clear days' notice** of cancellation **prior to the first scheduled session** of the enrolled program, with notification required **in writing** to online@icannetwork.com.au.

b) If a service is cancelled anytime *after* the first scheduled session of the enrolled program, you agree that we may charge the participant (or their guardian/representative) 100% of the full program fee, that would otherwise be payable to us if the participant:
   i) Have not provided written notice of cancellation within seven (7) clear days' of the first scheduled session of the enrolled program, noting in some cases a reduced cancellation fee may apply at our discretion in limited circumstances.

c) I CAN Network will only charge for a short notice cancellation for support items that the price guide allows short notice cancellation claims;

d) I CAN Network will not offer discounts, credits or make-up sessions if a participant is unable to attend, or partially attends the program. The program fee is not transferable to other programs. Participants (or their guardian/representative) are responsible to cover the full cost of the missed session.

e) The following cancellation fee structure overview applies to all I CAN Online programs, inclusive of multi-session and single-session program offerings as outlined below.

Cancellation Terms	Cancellation Fee
More than 7 days' notice before the first scheduled session of enrolled program	**No charge**
Less than 7 days' notice before the first scheduled session of enrolled program	**Full program cost**
Same day, or any time after the first scheduled session of enrolled program	**Full program cost**

1.3 Note for NDIS Participants:

- Cancellations not submitted within the required notice period may incur partial or full fees, which may be claimed from the participant's NDIS plan where permitted.
- The full program fee may still be claimable from an NDIS plan, even if the participant does not attend, in cases where short-term cancellations apply.

- Participants (or their guardian/representative) remain responsible for all associated program fees when a session is missed, regardless of attendance.
- All cancellations must be provided in writing, via email to online@icannetwork.com.au, to be considered valid.
- Participants (or their guardian/representative) may contact I CAN Network to discuss a cancellation fee or any concerns as required.
- Failure to make payment on outstanding invoices may result in the suspension or withdrawal of services. Where necessary, we may contact your plan manager or notify the NDIS Quality and Safeguards Commission.
- If NDIS funds cannot be accessed or claimed (e.g. insufficient funds, ineligible line item, plan changes, plan expiry), the participant (or their guardian/representative) becomes personally responsible for covering the program costs.
- The NDIS monitors short notice cancellations and may contact I CAN Network about participants with a high number of cancellations. I CAN Network reserves the right to cease supports for repeated cancellations.

2. SCHEDULE 2: I CAN SCHOOL® PROGRAM SERVICES

The below provisions will also be included in the service agreement between I CAN Ltd and the school.

2.1. Postponement of an I CAN School® service

Either Party may postpone a speaking engagement or group mentoring session outlined in the relevant I CAN Program at any time, provided written notice is given to the other Party at least 48 hours before 9.00AM on the scheduled date for the performance of the relevant service.

2.2. Undelivered Services (speaking engagements and group mentoring sessions).

The Parties acknowledge and agree that it is intended that all speaking engagements or group mentoring sessions will be delivered within the Services Period in accordance with the relevant I CAN Program.

However, if for any reason (including the early termination of this Agreement or the cancellation of the Services in full or in part), group mentoring sessions or packaged speaking engagements are not delivered prior to the expiry of the Services Period, I CAN must refund to the Customer the portion of Fees that relate to the undelivered services. As part of this process, I CAN will provide the Customer with an online Refund Form in which the Customer has 30 days to choose to either receive a refund or receive a credit for the delivery of the remaining I CAN program at a later date, subject to the issuing of a new service agreement.

If the Customer does not provide I CAN with an online Refund Form within 30 days of it being sent to them, all undelivered sessions and speaking engagement will be forfeited.

2.3. Termination or Cancellation

(a) Either Party may:
   (i) terminate this Agreement; or
   (ii) cancel the Services in full or in part,
   at any time by giving written notice to the other Party.

(b) If this Agreement is terminated by I CAN or I CAN cancels the Services in full or in part, the Customer must pay for any sessions that have been delivered to the extent the same have not already been paid for in accordance with this Agreement.

(c) If this Agreement is terminated by the Customer or the Customer cancels the Services in full or in part less than 48 hours before the date any service has been scheduled (working backwards from 9.00AM on the scheduled date), the Customer must pay I CAN for the relevant service to the extent the same have not already been paid for and will

not be entitled to any refund of the relevant service in accordance with the process outlined under 'Undelivered Sessions' (see above). The Customer may also be liable to pay any additional cancellation fee in accordance with the I CAN Network Ltd Cancellation Policy (this document) provided by I CAN to the Customer on or about the Execution Date.

(d) If this Agreement is terminated by the Customer or the Customer cancels the Services in full less than 7 days before the Commencement Date, the Customer must pay I CAN a termination fee of $500.

(e) On termination, neither Party will be liable to the other Party for any loss arising from such termination, provided that a termination or expiry of this Agreement does not affect a Party's rights, remedies or obligations which accrued prior to the date of termination or expiry.

3. SCHEDULE 3: I CAN SPEAKING ENGAGEMENTS

3.1. Speaking engagements which are delivered as part of an I CAN School® package of services are covered by Schedule 3 (above) of this Cancellation Policy. They are not covered by Schedule 4.

3.2. Customers of I CAN Network Ltd's speaking services which do not form part of an I CAN School® package of services are advised to please refer to their service agreement for information about termination of a speaking engagement. Please note that speaking engagements cancelled within seven business days of their scheduled date, will be charged a termination fee of 25% for each applicable engagement.

4. SCHEDULE 4: SPONSORSHIP OF I CAN EVENTS

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

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

4.3. 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.