

# IMPLEMENTATION SCIENCE MASTERCLASS PRATO

MONASH CENTRE FOR HEALTH RESEARCH & IMPLEMENTATION

## CANCELLATION/TRANSFER POLICY

### **Cancellation Policy**

We understand that sometimes plans change. Please read our Cancellation policy carefully to understand your options:

Due to the nature of this International Program we are unable to issue refunds if you are no longer able to attend.

However, we do offer a one-time transfer to another program date; subject to availability.

In very rare cases, due unforeseen and unavoidable reasons or low registration numbers, our Program may need to be cancelled. In this instance registrants will be advised as soon as this occurs and will receive the option to transfer to another program (**refer to Transfer Policy below**) or a **full refund** of the registrations fees.

### **How to Cancel:**

To cancel your participation, please email our support team [mchri.shortcourses@monash.edu](mailto:mchri.shortcourses@monash.edu). Ensure to provide your registration details and the reason for the cancellation.

### **Transfer Policy:**

The One-Time transfer must be used within 24-months of the original program registered. Transfers are subject to availability and are not guaranteed.

If you are unable to attend the program after the One-Time transfer, the Cancellation policy applies (see above).

### **No-Show Policy:**

If you do not attend the program and have not notified us as per the cancellation policy, you will forfeit the program fee and will not be eligible for a refund or transfer.

### **Special Circumstances:**

In cases of medical emergencies or other serious unforeseen events, please contact us as soon as possible. We will consider such situations on a case-by-case basis and may offer alternative solutions at our discretion.

By registering for our program, you agree to this cancellation policy.

### **Enquiries**

[mchri.shortcourses@monash.edu](mailto:mchri.shortcourses@monash.edu)