

Refund and Cancellation Policy (Consultancy Services)

Policy Statement:

Infocus Food Safety (Infocus) is committed to the fair and transparent application of fees and charges, including the processing of refunds & invoicing of cancellation fees.

This policy outlines the circumstances in which a client may receive a full or partial refund (if fees already paid) or incur cancellation fees for services confirmed and subsequently cancelled by the client.

Scope

This policy applies to the refund of fees paid or the charge of cancellation fees to be incurred for the delivery of food safety services to clients / organisations.

Definitions

Service Fee – the fee charged for the delivery of Food Safety Services provided by Infocus Food Safety. Generally the service / service fee will be based upon an accepted proposal / service agreement or accepted an appointment / email correspondence which has been confirmed by the client (written email confirmation).

1. Services Cancelled by Infocus

Infocus will make a full refund of the fee paid should a service be cancelled by Infocus (and payment already received). Infocus will make every effort to reschedule the service at a time and date preferable to the client. The client is not obliged to accept alternative offers and may seek a full refund instead.

2. Services Cancelled or Varied by Clients

The refund information in this section is applicable to clients who have accepted and confirmed services from Infocus Food Safety which may include but is not limited to; Onsite Food Safety Training, Food Safety Program developments / reviews and food safety management services including consulting and document development (onsite or desktop).

Postponement / Deferral:

An organisation may postpone or defer a scheduled service without incurring an administration fee provided at least 5 business days written notice is given prior to the scheduled service date. However, any non-refundable material (training), pre site visit desktop work, travel and accommodation costs incurred by Infocus on behalf of the organisation will be payable in full.

An administration fee equivalent to 20% of the quoted service fee applies if an organisation postpones or defers a scheduled service less than 5 business days prior to the scheduled service date. In addition, any non-refundable material (training), pre site visit desktop work, travel and accommodation costs incurred by Infocus on behalf of the organisation will be payable in full.

Cancellation:

A cancellation fee equivalent to 20% of the quoted service fee applies if a written cancellation request is received more than 5 business days prior to the scheduled service date. In addition, any non-refundable materials, pre site visit desktop work, travel and accommodation costs incurred by Infocus on behalf of the organisation will be payable in full.

A cancellation fee equivalent to 50% of the quoted service fee applies if an organisation cancels a scheduled service less than 5 business days prior to the scheduled service date. In addition, any non-refundable materials, pre site visit desktop work, travel and accommodation costs incurred by Infocus on behalf of the organisation will be payable in full.

No refund applies for cancellation requests received after the scheduled service date. In addition, any non-refundable materials, pre site visit desktop work, travel and accommodation costs incurred by Infocus on behalf of the organisation will be payable in full.

*non-refundable costs include materials, labour, travel and accommodation costs, including costs for pre site visit works completed any requested course material development or customization requested by the client.

3. Applying for a Refund

Should a client cancel, transfer or defer a service booking, the client must advise of the cancellation, deferment request in writing and submit any request for a refund (If costs already paid) in writing to:

**Accounts,
Infocus Food Safety
Level 5, 11 Queens Road
Melbourne VIC 3004**
or submit via email to simon@infocusmg.com.au

Requests will be approved or declined within 14 days based on Infocus Food Safety's Refund & Cancellation Policy. Clients will be advised of the decision either by phone or email. Approved refunds will be paid via Electronic Funds Transfer. These will be processed within 14 days of the decision outcome.

3.1 Administration Process for Refunds

1. Refund requests are initially assessed for eligibility by Infocus within 2 business days of receipt
2. All refund requests and the initial refund eligibility assessments are sent to the General Manager for approval
3. Approved refund request will be sent to Accounts for action.
4. If refund request is not approved the client will be notified of the outcome of the refund request by email or phone within 14 days of receiving the request.

4. Publication of Refund Policy

The Refund and Cancellation Policy will be published or provided (as hard copy or URL link):

- In Client Proposals / service agreements
- On Client service booking emails
- Infocus Food Safety website.