

## Cancellation Policy

1. At the time of booking an initial appointment with us, we require you (“**the client**”) to make an upfront payment of \$55.00 (inclusive of GST) (“**deposit amount**”) to be paid by credit card.
2. As appointment times are limited, if you must cancel your appointment, we respectfully request that you advise us in writing at least 24 hours prior to your scheduled appointment.
3. In the event you:
  - i. cancel less than 24 hours prior to your scheduled appointment or re-schedule your appointment to an alternative time slot; or
  - ii. do not attend your scheduled appointment and provide us with no prior notice then subject to clause 5 (Extenuating Circumstances), we reserve our right to charge your credit card, the deposit amount to cover our administrative fee of 10%, as a result of you cancelling the appointment.
4. If you attend your scheduled appointment, we will apply the deposit amount to any subsequent invoice we issue you for our professional fees and costs for any work you instruct us to do.

### 5. Extenuating Circumstances

5.1 Extenuating Circumstances include, but are not limited to the following:

- (a) Severe or sudden illness or injury, for example, hospital admission, serious injury or illness (does not include minor illness)
- (b) Hospital or specialist appointment for serious injury or illness
- (c) Severe or sudden illness of a family member, for example, hospital admission, serious injury or illness (does not include minor illness)
- (d) Loss or bereavement – death of a close family member or friend
- (e) Hardship or trauma – victim of crime, victim of a traffic accident
- (f) Military service
- (g) Visa issues, cancellations or grants
- (h) Relocation to another city or country for minimum length of three months
- (i) CPA Australia scheduling error
- (j) Court attendance
- (k) Civil unrest, protests, war or terrorism, including any official warnings issued by government or relevant authorities
- (l) Natural disasters or severe weather, including any official warnings issued by government or relevant authorities

5.2 All documents submitted by the client in support (“**supporting documents**”) of an extenuating circumstance will be treated with full confidentiality in accordance with our Privacy Policy.

- 5.3 Supporting documents of an extenuating circumstance, may include, but are not limited to the following:
- (a) A medical certificate signed by a registered medical practitioner verifying that the illness affected the candidate during the period claimed.
  - (b) A letter from a family doctor confirming the bereavement or the impact the bereavement has had upon the candidate.
  - (c) Police or crime report. A crime number on its own is not acceptable.
  - (d) Letter from immigration.
  - (e) Signed letter from employer confirming the work relocation and its duration (more than three months)
  - (f) For court attendance – official correspondence from the court or tribunal confirming attendance or Solicitor’s letter detailing the nature and dates of the legal proceedings and the requirement for the candidate to attend court.
- 5.4 The supporting documents set out in clause 5.3 above, whichever is applicable to the client’s circumstance, must:
- (a) Be on letter head, dated and contain the signature, including title, and the contact details of the appropriate professional signing the letter on behalf of the client; and
  - (b) Be written in English and if not in English, it must be accompanied by an official certified translation in English.
- 5.5 Supporting documents must be obtained from a professional with first-hand evidence of the extenuating circumstance. Supporting documents provided by professionals without first hand evidence of the circumstance will not be accepted.