



PNA Cancellation Policy

In the event of a participant being unable to attend the clinic, a full refund will be provided as long as written notification is received 14 days prior to the start of the clinic. A written notice received between 5 and 14 days will incur a \$25 administration fee. Except in exceptional circumstances (illness or injury, supported with a doctor's certificate), no refunds will be provided if notice is received less than 5 days before the start of the clinic.

If the clinic cannot run due to circumstances outside of our control, the following process applies:

- PNA will transfer your child's registration to the next school holiday clinic or
- Provide a full refund less a \$25 administration fee

No refunds will be provided once the clinic has begun.