

Course Booking Conditions and Refund Policy

In accordance with AQTF guidelines, we undertake to not take any advance payment of greater than \$1,000 from any individual client.

Booking Conditions / Refund Policy (for all courses except, Forklift, EWP and Order Picker)

Cancellation Fees:

- Within 24hrs = Course Fees are Non-Refundable
- Outside 24hrs = \$20 Cancellation Fee

Rescheduling Fees:

- Within 24hrs = 50% of course fee. A Doctors certificate is the only exception
- Outside 24hrs = Nil

Participants must arrive 15 minutes prior to the advertised starting time.

A 50% course rescheduling fee applies if the participant:

- is more than 10 minutes late from the class start time;
- does not have the correct (or insufficient) identification;
- does not complete the pre-learning course materials (where required);

Under these circumstances the course fees are non-refundable and entry to class is not permissible.

Forklift, EWP and Order Picker Booking Conditions / Refund Policy

Cancellation Fees:

- Within 3 Business days = Course Fees are Non-Refundable
- Outside 3 Business days = \$20 Cancellation Fee

Rescheduling Fees:

- Within 3 Business days = 50% of course fee. A Doctors certificate is NOT accepted for these courses.
- Outside 3 Business days = Nil

Participants must arrive 15 minutes prior to the advertised starting time.

A 50% course rescheduling fee applies if the participant

- is more than 10 minutes late from the class start time;
- does not have the correct (or insufficient) identification; or
- does not have the correct footwear.

Under these circumstances the course fees are non-refundable and entry to class is not permissible. The rescheduling fee must be paid prior to a new date being set.

- The Forklift Course is held over consecutive days;
- Once the course has commenced, course fees are non-refundable and rescheduling for any reason, including illness, will incur a 50% rescheduling fee.

General Booking Conditions and Refund Policy

- If we cancel a course at any time, participants will be offered the option to reschedule to an alternative class (at no extra cost), or receive a full refund of the course fees. No additional monies will be reimbursed to the participant for any other expenses incurred, or inconvenience caused.
- Refunds must be applied for in writing by completing a Refund Request Form.
- Refunds will be made by the same means with which the original payment was made (i.e. EFTPOS payment would result in an EFTPOS refund) and will be made to the same person that made payment.
- If you cancel a course, a refund will only be paid on return of any training materials we have provided to you. If you retain these training materials or return them in a condition that is not re-usable, the cost of these materials will be deducted from the refund.
- A fee of \$15 per certificate will apply for any Certificates that need to be re-issued. Additional fees may apply for reissuing of Government Licenses or certificates.
- If deemed Not Yet Competent, all participants are eligible to re-sit the final assessment on another day at no additional cost. If deemed Not Yet Competent a second time, the participant is required to re-sit the entire course again and 50% of the course fee must be paid again. This policy does not apply to the Forklift, EWP or Order Picker practical assessment.

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