

Course Booking Conditions and Refund Policy

In accordance with Standards of RTO's 2015 guidelines, we undertake to not take any advance payment of greater than \$1,500 from any individual client.

Participants must arrive 15 minutes prior to ALL scheduled start times.

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.

Booking Conditions / Refund Policy

If you fail to attend your scheduled course, the course fee is non-refundable.

Cancellation Fees:

- If you cancel your course and give less than 48hrs notice your Course Fees are Non-Refundable
- If you cancel your course and give more than 48hrs notice your money will be refunded minus a \$20 Cancellation Fee

Rescheduling Fees:

- If you reschedule your course within 48hrs of your scheduled course date, you will incur a 50% rescheduling fee of course fee.
- If you fail to attend your course due to illness and provide a medical certificate within 7 days of your course, you can reschedule at no extra charge.
- If you reschedule your course and give more than 48hrs notice of your course date, there will be no 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 will be made to the same person and by the same means with which the original payment was made.
- If deemed Not Yet Competent, all participants are eligible to re-sit the theory session and assessment on another day at no additional cost. If deemed Not Yet Competent a second time in the Theory assessment, the participant is required to re-sit the theory session and assessment again and a fee of \$70 will need to be paid prior to a new date being set.
- If deemed Not Yet Competent in the practical assessment the participant is required to re-sit the assessment for a fee of \$160 which will need to be paid prior to a new date being set.