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## REFUND POLICY

The purpose of this policy is to provide appropriate handling of client's payments and to facilitate refunds in the case of cancellation by either party.

Are offered to participants in the following circumstances;

- ❑ Non-attendance will incur full course cost (student can transfer within 6 months).
- ❑ If you wish to transfer to another course, five days notice prior to course commencement must be given.
- ❑ If you wish to cancel, five (5) days notice must be received, however a \$100 administration fee is payable.
- ❑ If a course is commenced but not completed, the full cost is payable (student can transfer within 6 months).

Clients are required to complete a refund request form.

### Procedure

- The Administrator will process refund requests forms, on the day of receipt.
- All legitimate requests for refund will be accepted and allowed.