

Regional Transport Training Services Pty Ltd



Refund Policy

Regional Transport Training Services Pty. Ltd has a refund policy which is fair and equitable and this policy is made available to students prior to enrolment.

Firstly, Regional Transport Training Services Pty. Ltd. **does not** promote or generally accept payment in advance for any of its courses in practical tuition. However, if students insist on making an advance payment, the following policy for refund applies.

- If Regional Transport Training Services Pty. Ltd. cancels a class or lesson, a full refund with no administration fee would be made to the student/s.
- If a student or students cancel their appointment or classroom tuition, a refund is not granted automatically. Regional Transport Training Services Pty. Ltd. expect students to be aware of their own work and personal commitments before making a booking.

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Refund Policy ... continued

- If a student can establish that a cancellation could not have been reasonably anticipated, Regional Transport Training Services will refund their money in full, minus a \$50 administration fee, except in the circumstance where a student cancels a position in a fork-lift training class, where all money will be refunded in full with no administration fee.
- If a student cannot establish that their cancellation could not have been reasonably anticipated, there will be no refund to the student. However, an opportunity to re-book another appointment without further fee, will always be given, provided a \$50 administration fee is paid,