

## Refund Policy

The following information is also outlined in our Student Handbook.

### Fees Structure

Fees must be paid in full upon commencement of your course unless management has approved other arrangements. The student acceptance agreement provided on the enrolment form is considered an acceptance of all fees and charges associated with your enrolment. Core Crew Training reserves the right to withhold the issuing of qualifications and/or statement of attainments until all fees have been paid.

### Withdrawals and Refunds

Students who decide to withdraw from a course and seek a refund must apply to Core Crew Training by completing a withdrawal form/application for refund as advised in the fees and conditions pre-enrolment information provided. Students who withdraw from a course within the first four (4) hours of attendance will be granted a refund less a charge of \$50 for administration costs. Students who withdraw from a course after 5pm on the first day of attendance will not be granted a refund.

Full refund applies where:

- The course is cancelled by Core Crew Training
- The student is unable to attend due to changes made by Core Crew Training e.g. dates or location
- There are extenuating circumstances involving the student that have been discussed prior to the commencement of the course. Refund is determined at the discretion of Core Crew Training management after discussion with the client.

### Extenuating circumstances

Core Crew Training understands that in some cases of extenuating circumstances such as ill health and hardship that a client may not be able to continue the course. In these instances, Core Crew Training will determine the refund if any based on the clients circumstances and through discussion between the client and Core Crew Training management to ensure a fair outcome for both parties. Core Crew Training may change or waiver the terms of the refund policy only in circumstances that are agreed upon and beneficial to the client.

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