

Withdrawal / Cancellation / Refund - Terms and Conditions

The following applies:

- If a trainee provides 24 hours' notice (or more) that they are unable to attend and would like to cancel their training, there will be a refund of their paid fee's less \$50 per trainee (administration fee).
- If a trainee does not show, does not complete, or is unsuccessful in obtaining a pass grade, there will be no refund.
- If a trainee is unable to attend for a legitimate reason and would like to rebook to another time, this can be done at no charge on the first occasion, thereafter there will be a \$30 re-booking administration fee.
- If a course cannot be completed, once started, due to unforeseen circumstances, there will be no refund.

If Forklift Industrial Training needs to cancel a course, the following applies:

- In the first instance we will offer the option for you to rebook to an alternative date.
- If a mutually agreeable date cannot be reached, then a full refund will be made available.