

Training Course Professionals

Refund of Course Fees Application Form

This form must be completed by all participants applying for a refund of course fees paid. This form does not guarantee a refund will be made. Please ensure you have read the booking conditions on the reverse side before applying.

Name of Participant:			
Account No.			
D.O.B:		Contact No:	
Course Name:			
Course Date:		Course Location:	
Reasons Refund: (Attach further details if this is insufficient space)		
Course Fees Paid	\$	Payment Method:	
Application Date:		Signature:	

Office Use Only

Reason Accepted:	<input type="checkbox"/> Yes <input type="checkbox"/> No		
Total Course Fees Paid	\$		
Deductions	<input type="checkbox"/> Yes \$ _____ <input type="checkbox"/> No		
Balance of Fees to be refunded	\$		
Comments / Notes:			
TCP Supervisor Name:			
TCP Supervisor Signature:		Date:	

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Refund Policy (except Forklift)

- If you fail to attend or cancel within 24 hours of the course booked, the course fee is non-fundable. (A Doctors medical certificate is the only exception and rebooking is permitted after 2 weeks from the original course date).
- Rescheduling on the day of the course or within 24 hours entails a 50% surcharge of the course fee.
- If you are more than 10 minutes late or do not have the correct ID, you will not be admitted and a rescheduling fee of 50% of the course fee applies.
- A minimum of 24 hours notice is required to reschedule a course. A \$10 rescheduling fee applies per course.
- A minimum of 24 hours notice is required to cancel a course. A \$20 cancellation fee applies per course.

Forklift Refund Policy

- No cancellation or rescheduling is permitted inside 3 days of the course.
- Cancellation outside 3 days entails a \$20 fee. Rescheduling outside 3 days entails a \$10 fee.
- If you fail to attend a Forklift Course for any reason, including illness, there is no refund of the course fee.
- The Forklift Course is held over consecutive days.
- Once starting the course there will be no refund or rescheduling for any reason including illness.
- On the first day participants must arrive 15 minutes prior to the advertised starting time.
- In the event you are running 10 minutes or more late on the first day and are not allowed to enter there will be no refund and a 50% rescheduling fee applies.
- If you choose not to complete a full driver training session, the option to complete the assessment is offered but no refund on any uncompleted driver training will be given.
- If you do not have your correct IDs on the day of your assessment; a 50% rescheduling fee will apply.

General Refund Policy

- No postage fees will be refunded.
- If a class is cancelled by TCP at any time, participants have the option of rescheduling to the next available date or to receive a full refund of the course fees paid. No further monies will be paid for any other expenses the participant has or may incur.
- If you withdraw from your course, you will not be refunded until TCP receives back all training material supplied, i.e. manuals and workbooks, in its original condition. If you keep your books or they are no longer in their original condition, the cost of these books will be deducted from your refund fee.
- If your refund is approved, it will be returned by the means in which it was paid only.
- If the course payment was made by a third party, the third party will be refunded.
- Refunds must be applied for in writing by completing a Refund of Course Fees Application Form.
- No refund or exchange will be made for any goods bought from TCP unless goods are proved to be faulty.