

Refund Application Form

Application for refunds must be made within 10 business days of the course commencement.

Applications for refunds will take 7 days to be provided with an outcome via email.
After approval monies will be deposited to applicant's bank within 14 calendar days.

Personal Details	
First Name	
Surname	
Contact Number	
Contact Email	
Bank Details	Name:
	BSB:
	Account Number:

Application Details	
Course Title	
Course Date	
Application Date	
Invoice Number	
How was payment made?	
Reason for Application	
Evidence Attached	

All completed applications must be emailed directly to
accounts@melbourneforkliftlicenses.com.au

Office Use Only	
Refund approved / not approved	
Refund Amount	\$
Date of Refund	
Approved By	
Approved Date	
Reason for not approved	

Fees, Charges and Refund Policy

Standards & Legislation

- Education and Training Reform Act VIC 2006

Purpose

To guide Melbourne Forklift Licences financial arrangements with all clients and ensure students have an informed choice.

Fees and Charges

Melbourne Forklift Licences charges fees for participation in all accredited training and courses. All course fees and charges are published in relevant marketing materials. Prior to enrolment, Melbourne Forklift Licences notifies students of fee information via the website, students are required to pay all tuition fees.

Key Points

- You'll need to pay to join our courses.
- We let you know the costs beforehand, so no surprises.
- You can't pay more than \$1,500 upfront. Any more, and you can pay as you go.
- What you pay covers your training, study materials, and your first set of certificates.

Payments

1. To secure your spot, you have to pay at least 50% upfront.
2. Once you pay, your place is guaranteed, and you're agreeing to these terms.
3. Full payment of course is required 24 hours prior to your course start date, failure to make full payment 24 hours prior to your course start date, may result in cancellation of your spot.
4. If we have to cancel the course for any reason, you get your money back or a spot in another course at no additional charge

Payment Methods

1. Credit Card payments via online bookings
2. Credit card payments over the phone
3. Payment plans using AfterPay, ZIP, PayPal
4. Bank transfers
5. Cheque

If you can't make it

- Let us know at least 5 days before the course start date, you'll get a full refund.
- If you're sick, notify us with as much notice as possible, send through a doctor's certificate, and we'll reschedule you at no extra cost.
- If you let us know within the 4-5 days before the course starts, a reschedule/cancellation fee (50% of course fee) will be charged and full payment of course fees is required to obtain a new booking.
- If you cancel within 24 hours of the course start time, not show up or simply change your mind, then no refund will be paid out and full fee will be charged for a new booking.

- If you have booked into multiple courses via a special deal, and cannot make one of the courses, the refund policy will be applied to that particular course at the discounted rate.

Refunds

- You get a full refund if we can't offer the course or if you let us know you're not coming 5 days before it starts. Please complete a refund application form and submit it to accounts@melbourneforkliftlicenses.com.au You will be notified of the outcome within 7 days
- Refunds that have been approved can take up to 14 days to be processed

Company Bookings

1. Companies' invoices are due 7 days prior to the course start date, unless agreed payment terms
2. If the company books within the seven days of the course date, the invoice will be due 24 hours after booking.
3. Extensions on payments can only be granted by the accounts or management team.
4. If you need to amend your booking, tell us 5 days before the course starts to be able to reschedule at no charge. Credit notes can be issued, any refunds must be approved by management.
5. Any cancellations or no shows within the 5 days period of the course date will be charged at full fee
6. Sufficient notice and a medical certificate must be provided for anyone who cannot attend due to illness before they are rescheduled at no cost. Otherwise, full fees will apply.

Questions?

Talk to our team leaders, supervisors, managers, or the accounts department if you have any questions. You can email us at bookings@melbourneforkliftlicenses.com.au or call us on 03 9756 0244.

Supporting Documents

- Enrolments Procedure
- Student Handbook
- Refund Application Form F001

