



Accredited Training Company

-Refund Policy-

Payments

Payment are required to be made prior to the course unless alternative arrangements are made.

ATC only accepts payments in full via the following options:

- Via Booking Confirmation Payment link (Square account)
- Over the phone whilst booking (BPoint payment)
- On the day via QR Code (Square Account)
- Via credit card on the day of training, up to instructors to mark off when this is done (Square Account)
- Via Cash on the day – receipt will be issued during business week after the course
- Invoice sent to employers- employers name and email address must be supplied by student when booking

Withdrawals and Refunds

All refund requests must be submitted in writing along with the supporting documentation. In certain circumstances, we may allow you to transfer the booking/and or payment to another person or date. A maximum of 3 transfers per booking maybe considered under certain circumstances.

If the refund request is approved, then the refund payment is processed within 14 days from the date of the request. Refunds will be made electronically into the bank account authorised by the student in the refund request form. Please note an administration fee may apply for processing refunds. In the event the request for refund has been denied then the student is advised of the outcome in writing. A student may access the complaints and appeals process if he/she wishes to do so and would like a further review of the decision made in respect to the refund. Refunds are at the discretion of the General Manager.

Medical or extenuating circumstances shall be treated on a case-by-case basis. Where the student can provide a medical certificate or show extreme personal hardship, fees will be refunded on a basis determined by the Principal.

Signed.....

Monique Holborn

Office Manager

Accredited Training Company

Date:.....