

Refunds

Refunds shall only be made in relation to the student ceasing or withdrawing from the training program or where TPG Training cancels the program. Fees paid for training programs shall be refundable in the following circumstances:

- a cancellation by a student, in writing, received a minimum of ten (10) working days prior to commencement shall lead to a full refund,
- a cancellation by a student, in writing, received a minimum of two (2) working days prior to commencement shall lead to a full refund, less a 10% administration fee
- where a program is cancelled by TPG Training a full refund shall be provided

An administration fee of 10% of the full fee will be charged if a cancellation is received between two (2) and nine (9) working days prior to the course commencement (ie If a student pays \$300 deposit, they will get \$270.00 back.: - 10% of \$300 = \$30).

There is no refund for fees paid for training courses if a cancellation is received less than two (2) working days prior to course commencement, or after the student has attended one session of the course.

A *Course Withdrawal form* will need to be completed and submitted to the TPG Training office for processing. This form is available from the Training Customer Relationship Officer.