

## REFUND POLICY

Withdrawal or cancellation from a course and refund request:

- You must submit notice of the intention and the request for a refund in writing.
- Evidence to support the request must be submitted.
- The request will be assessed based on information provided
- You will be asked to provide bank details for us to process the refund
- Statements of Attainment for units completed and paid to date will be issued
- The deposit is non-refundable but is transferable\*

<b>Prior to commencement</b>	
The deposit	<b>The deposit is not refundable</b>
Full course fee	If you cancel or withdraw from your course prior to course commencement and have paid the full course fee, you will be refunded the amounts paid minus the course deposit.
<b>After commencement</b>	
Cancellation or withdrawal notified after you have commenced the course	Once the student's course commencement date has passed, the full course fee is non-refundable unless there are extenuating circumstances.

### Extenuating circumstances for course refunds:

Sea School International has the discretion to approve refunds if the customer would be unreasonably disadvantaged if not granted a refund - for example:

- A customer meets with a serious misadventure, serious illness or hospitalisation (two week period minimum) supported by a medical certificate.
- Special circumstances that have been discussed and agreed upon between the customer and the Director.

The following circumstances would NOT be accepted for a refund:

- Change in work hours
- Job change or retrenchment
- Moving interstate
- Technology barriers which mean you are having difficulty completing the course
- Language or writing barriers which were not declared at application which mean you are having difficulty completing the course
- Insufficient access to workplace documents which mean you are having difficulty completing the course

### \*Deposits:

- Deposits are not refundable.
- A deposit transfer must be requested in writing before the course commencement date

- A deposit transfer arrangement relates only to transferring the student's enrolment to a different course date or course type and does not include transferring the deposit to another student's account.
- A transferred enrolment to a later course date cannot be transferred to a course date further than a year later
- Refunds cannot be requested after a deposit has been transferred.

**Provider default – If Sea School International cannot offer or continue a course due to changed circumstances**

Where Sea School International is in a “default” situation such as cancellation of the course, we will offer a refund. We will discuss this with you and come to an arrangement.

A refund letter with calculations showing administration charges and fees to be refunded is sent to the customer. You will also be asked to provide your bank details so that we may process the refund.

The payment is processed within a maximum of 4 weeks (20 working days) from the date on the refund calculation letter.

Where the service or course is offered through a third party and that third party cannot deliver the agreed service, Sea School International will offer an alternate arrangement for participants to complete the course or a refund if such a replacement service is not suitable for clients or participants. This decision will be discussed on a case by case basis and recorded in writing between the parties.

In the event that a student declares that a transaction on a credit card is unauthorised, Sea School International requires a written statement declaring such, whereupon Sea School International will refund the monies paid.

## COMPLAINTS REGARDING FEES AND REFUNDS

Customers are entitled to access the Complaints process should they be dissatisfied about Sea School International decisions relating to fees, refunds or other matters.

Customers are advised that the agreement and the availability of complaints process does not remove the right of the customer to take action under consumer protection law.