

Section 1 – Personal Details

Company Details <i>(if applicable)</i>			
Name of Attendee <i>(not person who made the booking)</i>			
Address			
Suburb		Post Code	
Email			
Phone		Mobile	

Section 2 – Course & Refund Request Details

Course Title	
Course Date	
Reason for Refund Request	
Is this Refund Request for more than one participant?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please list the names of all participants.

Section 3 – Authorisation

Name			
Signature		Date	

Metro Academy Office Use Only

Date Request Received		Full Course Fee	
Refund Applicable	<input type="checkbox"/> Full Refund – if notified 5 or more days before day of course <input type="checkbox"/> 75% Refund – if notified 3-5 days before day of course <input type="checkbox"/> 50% Refund – if notified less than 2 days before day of course <input type="checkbox"/> No Refund – if notified on the day of the course		
Refund Amount		Invoice Number	
Signature & Approval Date <i>Business & Training Support Lead</i>			
Date Processed in LMS		Processed by	

Terms and Conditions

Refund requests including the reasons for the refund are to be submitted in writing using this L4-LED-FOR-012 Application for Refund of Fees, addressed to the Business & Training Support Lead and submitted to metroacademy@metrotrains.com.au for review.

Where a request for more than one (1) course date is being made, an L4-LED-FOR-012 Application for Refund of Fees for each separate date must be completed.

The outcome of the request will be advised in writing within 5 business days of the request being received.

Refund of fees

Refunds will be applied as per the following:

- a. Cancellations notified more the 5 business days prior to the course commencement will receive a full refund of the course fee
- b. Cancellations notified 3-5 business days prior to the course commencement date will receive a 75% refund of the full course fee
- c. Cancellations notified 2 business days or less prior to the course commencement date will receive a 50% refund of the full course fee
- d. Cancellations notified on the day of the course commencement will not be eligible for a refund unless due to extenuating circumstances (written evidence to be provided)
 - i. Approval is not guaranteed. MTM reserve the right to reject any refund requests in this situation.
- e. No refunds will be issued after course commencement
- f. No refunds will be issued for non-attendance
- g. No refunds will be issued if a learner is turned away on the day of course commencement due to not adhering to our strict Personal Protective Equipment (PPE) requirements as stated in the course information and email confirmation for each course
- h. To allow for the checking of prerequisites required for training, unassigned inventory must be assigned a minimum of two business days prior to course commencement. Course fees will be forfeited if inventory is not assigned by the due date. No refunds will be issued.
- i. MTM reserves the right to cancel any course that does not have the required enrolment numbers or in the event of exceptional circumstances. A full refund or alternative courses will be offered in these circumstances.

Cancellation or change to enrolment

If a learner cannot attend the course they are enrolled in, the learner or Company must contact MTM at least 5 days prior to the course commencement date and either:

- a. Provide a substitute attendee for the course (an administration fee will apply)
- b. Request the enrolment in the course be changed to the same course at a future date (an administration fee will apply)
- c. Request the enrolment in the course be changed to a different course, if applicable (an administration fee will apply)
- d. Cancel the enrolment and request a refund.

General

Refunded course fees will be credited back to the account payment was received from.

Metro Trains Melbourne undertakes to make payment of approved refunds within 28 days of receipt of a written application for refund.