

## Cancellation Policy

### Fees & Refunds

Baytrain is committed to having a fair, reasonable and transparent policy for the payment of fees.

Students are advised via the website and by the booking officer at the time of enquiry, of all fees payable.

This is also confirmed via a booking confirmation email.

Fees are payable at the time of booking.

Baytrain does not take fees in advance of more than \$ 1000.

In the unlikely event of cancellation of course by Baytrain, all monies paid will be refunded.

Fees may be paid by Visa, Mastercard, cash, cheque or directly into our bank account.

Companies will be sent an invoice stating terms.

Re-scheduling or cancellation fees:

- if more than seven business days notice is given, a full refund will be given, less transaction fees.
- if between three and seven full business days notice is given, 50% of the course cost will be refunded.
- if less than three business days notice is given, 25% of the course fee will be refunded.

Refunds may be granted where the student can produce evidence such as a medical certificate.

Refunds may be granted for other reasons at the discretion of the manager.

All refunds require a Refund Application Form to be completed and submitted to the manager for approval.

The application form is available at our head office.

Once approved, the refund will be made within 3 working days.

### Reassessment Fees

Baytrain does not charge a reassessment fee should a student not pass their initial theory assessment.

Additional fees will apply if further practical training is required after the initial assessment.

### Unfinished & Unsubmitted Workbook

Students who have not completed workbook prior to commencing the course will not be offered a free Re-Test.

Students arriving without a completed workbook for the assessment will need to re-schedule at cost