

**ABN 73 010 305 674**  
51 Chetwynd Street, Loganholme  
Loganholme Qld 4129  
Telephone No: 07 32096466 Fax No: 07 32096303  
bookings@interlinktraining.com.au

Dear Valued Customer,

**Refunds:**

Refunds of course fees are available and only to be initiated in line with the following:

Interlink Training will make a full refund of all fees paid should a course be discontinued. Alternative dates will be offered if the course has been re-scheduled. Fees will be fully transferrable to the new course, for one transfer in a 12 month period. In the event of a course for which the student was enrolled being unavailable, fees are fully refundable.

Interlink reserve the right to cancel or post-pone a course to an alternative date due to insufficient numbers or unforeseen circumstances. Interlink also reserves the right to refuse enrolment if proof of pre-requisites are not presented before the course commencement date or deemed incomplete, where applicable.

All refund requests must be put in writing with the reason for their request. Supporting documentation i.e. medical certificate must be attached. This can be emailed to [Deborah@interlinktraining.com.au](mailto:Deborah@interlinktraining.com.au) or faxed to 07 32099609.

The administration department will consider each application and advise the student by telephone or email with 7 days of receipting the request for a refund. Refunds are considered on a case by case basis and are at the discretion of the National Training Manager.

The refund will be refunded to the person or company that made the original booking.

**Cancellations:**

- Cancellation up to 48 hrs. prior to the commencement of the course, a full refund will apply.
- Cancellation less than 48 hrs. to the commencement of the course, will result in no refund given. However, a place in the next available course within a 12 month period will be offered. This will only be offered once in a 12 month period.
- All cancellations must be put in writing.

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**Fees:**

Fees collected will be placed in a 'Trust Account'. Such fees will be drawn down into the Interlink Training general account at the initiation of the training/assessment service.

As a Registered Training Organisation, Interlink Training collects student fees in advance. We will ensure we comply with NVR and may accept payment of no more than \$1000 from each individual student prior to the commencement of the course. Following the course commencement, Interlink may require payment of additional fees in advance from the student but only such that at any given time, the total amount required to be paid (which is attributed to tuition or other services yet to be delivered to the student), does not exceed \$1, 500.

Payment must be made prior to the commencement of the scheduled training. Unpaid tentative bookings will be deemed to be ENQUIRY ONLY.

Companies may apply to Interlink Training for a 'Monthly Account' by contacting the Office Administrator [deborah@interlinktraining.com.au](mailto:deborah@interlinktraining.com.au)

All bookings must be confirmed in writing (mail, fax or email) at least 48 hrs. prior to the booking date. Failure to confirm the booking will result in the booking being deemed as an ENQUIRY ONLY and will be removed from the calendar.

Training participants may be substituted by another participant at any time prior to commencement. PLEASE NOTE – Some pre-requisites may apply for accredited courses.

Should you require further information please contact Interlink Training on 1300 731 669.

Kind regards,

Stephen Pike  
Training Manager  
Interlink Training

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