

The request for refund is made in writing to the Administration Manager using the fee refund application form, which is available on request from the Administration Manager.

The Director is the person responsible for approval of fee refund applications.

All refunds are returned to source of payment with accompanying letter explaining how the refund was calculated.

Students are entitled to a 7-day non-statutory cooling-off period to give them the opportunity to change their mind about their enrolment. The cooling-off period commences once the enrolment form has been signed and the course deposit has been made. It will end in 7 business days and/or Saturdays. Public holidays, bank holidays and Sundays are not included in the cooling-off period. If the student decides not to proceed with the enrolment, they need to submit a signed, written notice to the Administration Manager within the cooling-off period either in person or via email.

If the cooling-off period falls within 14 days of course commencement, students are not entitled to a full refund. The course deposit fee is non-refundable within 14 days prior to course commencement.

Course cancellation after acceptance by Melbourne Flight Training may occur up to 14 days prior to commencement of the course without penalty. To receive the full refund, notice of 14 days or more must be made in writing, by email or by fax. Course cancellation requests less than 14 days before course commencement will result in no refund of the course deposit fee.

Students who withdraw after course commencement owing to unforeseen or exceptional circumstance can apply for a fee refund. If granted, fees will be refunded in full, less the course deposit fee and any used portion of the fees. Students should be aware that when applying for a refund, Melbourne Flight Training will expect that students cover the cost for personnel where those resources can not be utilised elsewhere. Example: Instructor Rating Candidate withdrawing 6 weeks into a 10 week course. The candidate would be expected to incur their portion of the instructor cost component for the remaining duration of the course.

Fee refund applications are considered on a case-by-case basis.

Melbourne Flight Training defaults if a course does not commence on the designated day or is actually cancelled. No student will be disadvantaged and a full refund of all course fees will be made if alternative arrangements are made so that the commencement date is more than 7 days from the original commencement date.

Fee refunds will be made 7 days after demand when Melbourne Flight Training defaults and within 7 days after demand when the student defaults.

For International students, Melbourne Flight Training will accept all tuition fees in arrears - 'pay as you go'. An application fee of \$1,500.00 applies to all new international student enrolments. The fee is non-refundable.

Melbourne Flight Training's dispute resolution processes do not limit the student's right to pursue other legal remedies. This agreement does not remove the right of either party to take further action under Australia's consumer protection laws for unpaid and overdue fees.

The refund policy is subject to review from time to time.

I have read and understood this refund policy and will abide by its requirements if a refund is required.

Student name: _____
Student signature: _____
Date: _____ Time: _____

APPLICATION FOR REFUND

Please Note: Applications for refunds may take up to 5 working days to be processed. Refund payments will be finalised no later than 7 days after dated receipt of this form.

Course name: _____
Course code: _____
Course start date: _____
Trainer/s: _____
Student name: _____
or Company name: _____
Address: _____
State: _____ **Postcode:** _____
Phone: _____ **Fax:** _____

Reason for refund application:

If another party is to receive the refund money, please indicate who that is:

Name _____
Address: _____
State: _____ **Postcode:** _____
Country: _____
Signature: _____ **Date:** _____

Office Use Only: Outline action taken and outcome.

Refund (please ✓): Paid Not paid Date paid _____
 Director's signature: _____ Date: _____