

Cancellation Policy – Metro Track Awareness, Category 3 Rail Medical, National Rail Labourers Course

Cancellation and change fees are addressed according to the notice given by the person making the request:

Type cancellation	Number of business days prior to course	Eligible refund amount
Cancellation or date change	3 business days	Full refund
Cancellation or date change	1-2 business days	The non refundable \$250 deposit will be withheld . If the course is rebooked, the \$250 deposit will need to be repaid
Cancel, no show, late arrival or withdrawal during class	On the day of training	No refund provided. The whole amount is due
If you arrive on the day and you have already completed the TTSA prior	On the day of training	No refund provided. The whole amount is due

Where a refund is due to a candidate, the applicable refund amount will be provided within thirty days, from the date the refund form is submitted to accounts@trainingahead.com.au

If a company has not paid the invoice yet, they will still be required to make payment.

Any unpaid invoices will be sent to a collection agency for follow up.

Cancellation Policy – All courses and services excluding: Metro Track Awareness, Category 3 Rail Medical and National Rail Labourers Course

Cancellation and change fees are addressed according to the notice given by the person making the request:

Type cancellation	Number of business days prior to course	Eligible refund amount
Cancellation or date change	6 business days minimum	Full refund
Cancellation or date change	2-5 business days	50% refunded
Cancellation or date change	1 business day (day prior to course)	No refund
No show, arrive too late, withdrawal during the course	On the day of training	No refund

Where a refund is due to a candidate, the applicable refund amount will be provided within thirty days, from the date the refund form is submitted to accounts@trainingahead.com.au

If a company has not paid the invoice yet, they will still be required to make payment.

Any unpaid invoices will be sent to a collection agency for follow up.

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