



AIRSAFE
Transport Training
ABN 81 755 280 402

PO Box 347
CLOVERDALE
WESTERN AUSTRALIA

Telephone: (61 8) 9277 6968
email: admin@airsafe.com.au
Web: airsafe.com.au

REFUND POLICY

Uncontrolled when printed

Classroom and Virtual Classroom Courses

AIRSAFE will provide a full refund for classroom, and virtual classroom course cancellations where the cancellation is received at least five days prior to the course start date. A credit note may be issued for cancellations made within five days prior to the course commencement at the discretion of **AIRSAFE** management.

Online Courses

Participants are eligible for a full refund for online computer based training where the content has not been accessed and the course is active. Courses remain active for two years from the date of registration or, for Refresher courses, until the current qualification expires and a Refresher course can no longer be undertaken. Airsafe makes every effort to provide reminders of impending expiry dates. It is the responsibility of the student to complete courses in a timely manner.

AIRSAFE does not provide a refund for courses that are no longer active. Where course content has been accessed a credit for course fees may be issued at the discretion of **AIRSAFE** management

No refund will be made to users once exams have been submitted and/or certificates issued.

Paper-based Correspondence

Airsafe will provide a full refund for paper-based correspondence courses where course materials are returned to **AIRSAFE** whilst current, un-used and in proper condition.

No refund will be made to users once exams have been submitted and/or certificates issued.

For any queries regarding this policy email: admin@airsafe.com.au.