

# Cancellation and Refund Policy

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LDO Group Training Pty Ltd is committed to providing quality training and assessment in accordance with the Standards for Registered Training Organisations 2015. As such LDO Group Training is required to have and provide detail of a fair and reasonable Cancellation and Refund Policy.

The purpose of this policy is to provide all students, employers and staff with information on the ability to cancel and apply for a refund of course fees in certain circumstances.

In the case of cancellation/withdrawal, the following cancellation fees will apply:

- Students who give notice to cancel their enrolment more than 5 days prior to the commencement of a course will be entitled to a full refund of fees paid.
- Students who give notice to cancel their enrolment less than 5 days prior but more than 72 hours prior to the commencement of a course will be entitled to a 50% refund of fees paid.
- Students who cancel their enrolment less than 72 hours prior or after the commencement of the course will not be entitled to a refund of fees.
- Students who do not show on the day to will not be entitled to a refund of fees.

If LDO Group Training Pty Ltd cancels a course, then a full refund will be made available.

All cancellations/withdrawals must be emailed to [ldotraining@ldo.com.au](mailto:ldotraining@ldo.com.au) and include students full name, course name and date.

Where refunds are approved, the refund payment must be paid within 14 days from the time the student gave written notice to cancel their enrolment.

Discretion may be exercised by LDO Group Training Pty Ltd in all situations, if the student can demonstrate that extenuating or significant personal circumstance led to their cancellation. In these cases, the student should be offered a credit towards the fee in another scheduled course in-lieu of a refund or incur no additional fees for rescheduling.

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