



Fee Refund Policy (including course transfers)

Four Wheel Drive Victoria (RTO) 21605 is entitled to charge fees for goods and services provided to individual students, corporate and Government clients undertaking training courses. These goods and services may be defined as resources in the form of electronic / hardcopy learner guides and theory workbooks and online / face to face Instructor training and assessments. Students and clients are informed of fees prior to course commencement either when registering for a course or via formal quotation issued from our head office.

Payment of Fees

Payment must be made in full 2 weeks prior to the course so that course resources can be made available to students. This supports student safety and theoretical knowledge of the principles of the course being undertaking.

Course Transfer

Students can transfer to any other course up to 8 days prior to course commencement at no cost. Transferring to another course 7 days or less prior to commencement may incur a transfer fee of \$50.00.

Fee Refunds

Refund applications must be in writing to Four Wheel Drive Victoria and emailed to office@fwdvictoria.org.au Please include your name, contact details and date of course. FWDV will consider your request and level of refund based on the following;

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|---------------------|-------------------------|
| • 30 days prior | less 10% of course cost |
| • 29 days – 15 days | less 25% of course cost |
| • 14 days – 8 days | less 50% of course cost |
| • 7 days or less | no refund allowed |

In addition, a refund will not be provided if;

- A student fails to present for a course from commencement through to completion.
- A student breaches occupational health and safety standards or our 4wd Code of Ethics.

Provider Cancellation

Four Wheel Drive Victoria reserves the right to cancel a course at short notice due to unforeseen circumstances including but not limited to extreme weather warnings and restrictions. If FWDV cancels a course, every effort will be made to reschedule the course. Monies will be refunded if an alternative arrangement cannot be agreed upon.

FOUR WHEEL DRIVE VICTORIA

Victoria Association of Four Wheel Drive Clubs Inc.

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