



**ALLTRUCK**  
**DRIVER TRAINING**

## **Refund Policy**

**Version:** 6.0  
**Last amendment:** January 2024

## Refunds

### Policy

ALLTRUCK DRIVER TRAINING ('ADT') must provide for appropriate handling of client payments and to facilitate refunds in the case of cancellation by either party. The refunds process will allow students the option to disengage from training in a manner in which negative impact may be negated or reduced.

### Procedure

The following reflects the ADT refund process:

- a) An initial deposit of \$300 is to be made to confirm a position in a course;
- b) Payment is to be received in full prior to commencement of the course;
- c) Non-attendance will incur a \$300 fee;
- d) If clients wish to transfer to another course date, then greater than 7 days notice is to be given;
- e) If clients wish to transfer to another course date, and less than 7 days notice is given a \$300 fee is payable;
- f) If clients wish to cancel, a \$300 fee is payable;
- g) If clients commence a course, but do not complete the course, the full course fee is payable;
- h) Where circumstances warrant, an agreement may be made with the ADT Management for reasonable adjustments such as reduced cancellation fees to be paid.

### General Rules

- a) The refund process reflects the commitment by ADT to hold places as booked by clients and the administrative resources consumed at the various stages;
- b) Refunds must be requested in writing to the ADT Management;
- c) The ADT Management will process refund requests within 7 days from the day of receipt;
- d) To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by ADT until the course start date;
- e) The term "commencement" in this policy refers to the first day of the first program attended by the client;
- f) Issues regarding payments are to be handled at the first available opportunity and directed to the ADT Management;
- g) Details concerning the scope of ADT Refund Policy are to be clearly disseminated to prospective clients prior to contractual arrangements being made, this dissemination is in the form of an electronic copy (or print if requested);
- h) Students will have 6 months from the date of enrolment to complete the training, unless and agreement is made with the ADT Management for an extension or exception;
- i) If ADT is unable to deliver service for reasons such as, but no limited to, vehicle breakdowns and staff sick leave, the student is entitled to transfer to another course date, or receive a full refund, or a partial refund if a percent of the course has been conducted. ADT will not be held liable for any expenses incurred by the client; in the unlikely event we cannot deliver service.