

Cancellation & Refund Policy & Application Form (SKCP21)

1. POLICY

All applications must be made in writing & submitted to Steel Mains Pipe Installation Training Department.

Applications will be approved for payment within 14 days from the date of the application.

Cancellation charges will be applied using the following guidelines:

- If the details here are different to the current Steel Mains Construct & Install Brochure issued after the date of amendments to this policy, then the rates in the current brochure will override this policy.

2. CANCELLATION BY STUDENTS OR CLIENT ORGANISATIONS

- Upon cancellation by a prospective trainee, the trainee shall receive a full refund of payment.
- In the event of a full workshop being cancelled by an organization, no refund shall be given other than rescheduling of the workshop at an extra cost of time & travel as determined by the Training Manager.
- If cancelled by an organization within 48 hours of the start date a cancellation fee will be applied at \$80.00 per person.
- If cancelled by an organization within 24 hours of the start date a cancellation fee will be applied of 75% of the full course cost.
- If the course is not attended with no prior notification – no refund applies.

All cancellations must be sent via email to the training department email training@steelmains.com

3. COURSE CHANGES BY STEEL MAINS TRAINING DEPARTMENT

Steel Mains reserves the right to reschedule training course delivery dates if deemed necessary.

4. DEFERMENT

Students who require a deferment must make a request in writing to Steel Mains within 7 days of requesting deferment (or at least 7 days prior to course commencement).

All students may avail themselves of an application to Steel Mains if they believe a fee refund requires special consideration. An application must be made in writing to Steel Mains outlining the special circumstances for consideration.

5. WITHDRAWAL

Where a student wishes to withdraw from their course, a cancellation form needs to be completed and submitted to Steel Mains.

6. EXTENUATING CIRCUMSTANCES

Steel Mains recognizes that students may have extenuating circumstances that prevent them from attending scheduled course dates; these circumstances may include (but are not limited to):

- Illness
- Family or personal circumstances
- Other extraordinary circumstances

Where evidence can be successfully provided to support the students' circumstances, course fees may be transferred to the next available course where applicable.

Document Name	Cancellation & Refund Policy & Application Form (SKCP21)		
Issue Date	07/04/14	Review Date	17/06/25
		Version No.	5.0

Cancellation & Refund Application Form

To be Completed by the Student

Student Details		
Full Name		
Home Address		
Suburb	State	Postcode
Mobile		

Employment Details		
Company Name		
Company Address		
Suburb	State	Postcode
Contact Person		
Phone Number		

Request for:	
☐	Refund
☐	Cancellation
☐	Transfer
Refund Amount	\$
Please Outline Reason for Request for Refund / Cancellation / Transfer Of Fees	
Students Signature	Date
Print Name	

For Office Use Only	
☐	Approved
☐	Denied
Amount Refunded	\$
Reasons for Approval or Denial	
Training Manager Signature	Date
Print Name	