



Refund Policy

Document Number: LFCLTA1005

Version 1: *December 2019*

Aim of Policy

The purpose of this Refund Policy is to outline the procedure adopted by LifeFlight Training Academy (LTA), for student refunds, that is fair and equitable to both the student and LTA, as the training provider.

Scope

This Policy applies to all LTA students and clients.

Policy

LTA maintains the following refund procedure for all Companies or individuals who register and/or attend our training courses. When fees are payable, LTA offers a fair and reasonable refund policy.

This refund policy is advised to each student, in detail, at the time of joining the course and has been established so as not to discourage students from seeking a refund should they legitimately believe it is applicable.

The student handbook provided to students, prior to commencing training, include the following statements:

- All cancellations must be received by LTA in writing
- Cancellations received up to 7 working days prior to the course commencement will be fully refunded
- Cancellations received within 5 working days, or no notification given, will be subject to full payment

Procedure - Refunds

To apply for a refund, a written claim must be submitted to LTA. An application for a refund will be processed within 4 weeks after a claim has been received. Refunds are assessed on a case by case basis. All refunds are paid electronically, no refunds will be in cash.

Our accounts team can provide the student with either:

- a credit to re-book at a later date; or
- refund the money to a bank account or credit card (details to be provided by the student).

The Executive Manager – LTA reserves the right to make discretionary decisions regarding conditions of refunds if necessary. Should an organisation or individual be dissatisfied with our Refund Policy they are encouraged to review our Complaints and Appeals Policy (LFCLTA1000).



LifeFlight Training Academy – Refund Policy

Further information

Please refer to the LTA Student Handbook or contact our LifeFlight Training Academy for further information.

Phone: 07 3622 7820

Email: trainingenquiries@lifeflight.org.au

Address: 20 Boronia Road, Brisbane Airport 4008

Revision and Authority

Revision	Detail of Revisions	Authority	Signature	Date
1	Policy Created	Executive Manager – LTA	Timothy McGuire	06/12/2019