



AIRSAFE
Transport Training

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REFUND POLICY
Uncontrolled when printed

Unless otherwise agreed payment for training is required prior to course commencement. We accept Visa or Mastercard; Electronic Funds Transfer; company, personal or bank cheque, and cash. No credit card numbers supplied through the secure payment facility eWAY are retained by **AIRSAFE**.

A full refund is available for classroom cancellations received at least five days prior to the course start date. Credit notes can be issued for cancellations within five days prior to the course on request and at the discretion of **AIRSAFE**.

Refunds for online computer based training will be made on request. A full refund will be made if requested prior to the commencement of the course. Refunds for cancellations received after commencement shall be at the discretion of **AIRSAFE**.

No refund will be made to users once exams have been submitted and/or certificates issued.

Course fees include instruction and access to all material necessary to complete the course. The purchase of Regulations is not included in the cost of the course but can be arranged on request. Payment for online computer based training allows for immediate access to the course selected with the exception of Aviation Security courses for which **AIRSAFE** approval is required.

AIRSAFE deems that successful completion of a course includes payment for the qualification. Therefore please note that proof of successful completion may not be supplied until payment is received.

No information supplied by customers will be sold or otherwise disclosed for commercial marketing purposes

For any queries regarding this policy email: admin@airsafe.com.au.