



AIRSAFE
Transport Training
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REFUND POLICY

Uncontrolled when printed

Classroom and Virtual Classroom Courses

AIRSAFE will provide a full refund for classroom, and virtual classroom course cancellations where the cancellation is received at least five days prior to the course start date. A credit note may be issued for cancellations made within five days prior to the course commencement at the discretion of **AIRSAFE** management.

Online Courses

Participants are eligible for a full refund for online computer based training where the course is active and the content has not been accessed. Courses remain active for two years from the date of registration. **AIRSAFE** does not provide a refund for courses that are no longer active. Where course content has been accessed a refund of course fees shall be at the discretion of **AIRSAFE** management

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

Paper-based Correspondence

Airsafe will provide a full refund for paper-based correspondence courses where course materials are returned to **AIRSAFE** whilst current, un-used and in proper condition.

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

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