



FEE REFUND POLICY AND APPLICATION FORM

POLICY

- If a student withdraws from a course a minimum of 28 days prior to the course start date the course deposit will be refunded – CPL course only.
- The administration fee will not be refunded.
- If a student withdraws from the CPL after course commencement without being terminated by PPT the student can request a refund. The refund amount will be calculated as documented on the Enrolment and Fees Agreement fee schedule.
- Students evicted from the flying school for disciplinary reasons, or failure to attend meetings for intervention into poor performance or attendances are not entitled to a refund.
- No refunds will be paid to a third party unless it is indicated at the time the refund application is lodged, that any refunds due are payable to a third party.
- Where a refund is approved by the Chief Executive Officer, Professional Pilot Training will make payment of refunds within 14 days of receipt of application for refund.
- If Professional Pilot Training defaults, it must pay a refund to the student within 14 days after the default day. This is calculated as per the fee schedule.
- Professional Pilot Training will give the student a statement that explains how the refund amount has been worked out.
- Professional Pilot Training dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.
- This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.
- The refund policy is subject to review from time to time.

REFUND CAUSES

- Professional Pilot Training defaults if the course they offer does not commence or is cancelled.
- Where the student is granted a deferment, suspension or cancellation of the course.

Please note that PPT may need to alter the course duration and / or programme due to weather conditions or CASA regulatory or operational constraints.

I have read and understood this refund policy and will abide by its requirements if a refund is required.

Student Name:

Student Signature:

Date:



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APPLICATION

Please Note: Applications for refunds may take up to 5 working days to be processed.

Course Name: _____
Course Start Date: _____
Trainer/ s: _____
Student Name: _____
Or Company Name: _____
Address: _____
State: _____ **Postcode:** _____
Phone: _____ **Fax:** _____

Reason for refund application:

If another party is to receive the refund money please indicate who that is:

Name _____
Address: _____
State: _____ **Postcode:** _____
Country: _____
Signature: _____ **Date:** _____

Office Use Only: Outline action taken and outcome.

Refund (please ✓): Paid Not Paid Date Paid _____

CEO Signature: _____ Date: _____



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