

AMES Australia Training Course Refund Policy

Fee Paying Students (not applicable for free courses – AMEP and SEE)

- AMES Australia will provide a full refund if a course is cancelled by AMES Australia.
- AMES Australia will provide a full refund for modules/units that were paid for and not delivered in a course/block of training by AMES Australia. Students will be charged for additional/substitute modules.
- In courses of more than 4 weeks, from the time of payment, students who have paid more than \$50 for a course or discrete block of training who withdraw from that course with written notice (on an official refund/withdrawal form) either:
 - before the commencement of class OR
 - within two weeks from the start of the courseare eligible to receive a full refund of the money paid for that course minus a \$50 administration fee.

In courses of 4 weeks or less, from the time of payment, students who have paid more than \$50 for a course or discrete block of training who withdraw from that course with written notice (on an official refund/withdrawal form):either

- before the commencement of class OR
- within one weeks from the start of the course

are eligible to receive a full refund of the money paid for that course minus a \$50 administration fee.

Students paying \$50 or less are not eligible for a refund.

- In the first two weeks of attending an English language class, in the event of a student changing to another English language class at a different level resulting from an incorrect course placement (as determined by AMES Australia), course fees for the original course will be fully refunded. The student will be required to pay for the fees for the subsequent course at the time of transfer.
- Refunds may have to be made by cheque and may take up to four weeks to process.
- AMES Australia does not provide a refund on course books purchased.

This information is correct at the time of publishing. AMES Australia reserves the right to change its refund policy at any time.