

Refund Policy

- a. Where a student decides to withdraw from a course prior to the commencement of the course, or is unable to commence due to refusal of student visa, pre-paid fees less administration fee of \$500.00 will be refunded within 30 days of receipt of a written application from the student.
- b. Where the student withdraws by choice after commencement, the unallocated pre-paid fees less an administration fee of \$500.00 will be refunded within 30 days of the receipt of a written application from the student.
- c. Where the student defaults, that is the student is withdrawn from the course through non-attendance, non-payment, non-compliance with rules or student visa requirement, the student is eligible for a refund after all internal and external appeals processes have been exhausted. The unallocated pre-paid fees will be refunded less an administration fee of \$500.00 and will be paid within 30 days of the official default day.
- d. In the instance where Air Gold Coast is unable to deliver your course in full (provider default), Air Gold Coast will refund any unspent pre-paid fees to the student within 14 days of the default day.
- e. All refunds will be paid only to the person who paid the fees in the first instance.

Procedure:

To request a refund the Policy and Request for Refund of Course Fees Form can be downloaded from Air Gold Coast's website [Policies and Procedures](#) or obtained from an administration staff member.

If assistance is required to complete the form an administration staff member will be able to help.

Upon completing the required details on the Request for Refund of Course Fees Form, the form can be either emailed to admin@airgoldcoast.com.au or handed to Air Gold Coast's Safety and Operations Manager.

Form:

Request for Refund of Course Fees Form (attached)

Reference Points:

International Student Handbook
Domestic Student Handbook
Air Gold Coast Website

Request for Refund of Course Fees

Name:

Address:

- Course: AVI50219 Diploma of Aviation (Commercial Pilot Licence – Aeroplane)
 AVI50519 Diploma of Aviation (Instrument Rating)

Date of commencement of training:

Date Course Contract was signed:

Total Course Fees stated in the Contract: \$.....

Total Fees paid to date are: \$.....

My total amount for refund is \$.....

Refund Policy

Where the student withdraws or is withdrawn from the course, by choice, non- attendance, inability to proceed, non- compliance with rules or student visa requirements, prepaid fees will be refunded less \$500 of the remaining amount.

As I am no longer able to attend my course of study, in accordance with Air Gold Coast’s Refund Policy, I am requesting a refund of unallocated tuition fees less an administration fee of \$500.00.

Please return refund of tuition fees to the following account:

Financial Institution

Name of account

BSB

Account Number

SWIFT Code where relevant

I understand that returns of funds to International accounts will incur an international payment fee which will be deducted from my fee refund at the time of processing by Air Gold Coast’s financial institution.

I have attached a copy of my driver’s licence or passport for proof of identification prior to Air Gold Coast issuing the refund.

Signed..... Date:

Office Use Only: Administration:	
Identification Received	<input type="checkbox"/> Yes <input type="checkbox"/> No
Administration Fee Applied	Enter Fee:
General Manager Approval	Signature:
Processing Date	
Processing Staff Member	Signature
Bank confirmation record attached	<input type="checkbox"/> Yes <input type="checkbox"/> No
Amount refunded	