



Transport Industry Driver Education

115 Freight Drive
Somerton, Vic, 3062
T: 1300 843 387
F: 1300 843 332
M: 0417 362 469
E: enquiry@tide.com.au
http://www.tide.com.au

Fee and Refund Policy

Employees of Transport Industry Driver Education

Employees of Transport Industry Driver Education will not be charged fees to undertake Nationally Recognised Training and therefore a no fee refund policy will apply.

Members of the Public

For members of the public enrolled with Transport Industry Driver Education the following fee payment arrangements apply.

1. A tuition fee payment schedule will be arranged with each student.
2. Fees and any other charges must be paid in full prior to course commencement.
3. Changes or variations to this contract requested by the applicant will attract a non-refundable fee of \$200 (for weekday courses) and \$300 (for weekend courses).
4. Refunds are willingly made in accordance with the policy below. Refund applications must be made in writing to the provider when any of the conditions below apply. Refunds will be returned to the source of payment. Refunds will be accompanied by a statement explaining how the refund was calculated

Application Fee	Not refundable
Tuition Fee	
Withdrawal more than 7 days prior to course commencement	Full refund of tuition fees paid
Withdrawal less than 7 days prior to course commencement	50% refund of tuition fee paid
Withdrawal within 24 hours of course commencement	No refund of tuition fee paid
Withdrawals after the course commences	No refund of tuition fee paid
Course not commencing on the agreed starting date	Full refund of tuition fees unless alternative arrangements satisfactory to the student can be arranged
Course ceases to be provided before it is completed	Pro rata refund of tuition fee paid
Course not provided in full to the student	Pro rata refund of tuition fee paid
RPL Application Fee	Not refundable
Materials Fee	Not refundable

5. All refunds are finalised within 14 days of the written request
6. This agreement does not remove a students rights to take further action under Australian Consumer Protection laws or to pursue other legal remedies.
7. Rescheduling of services and courses will be at the discretion of Management.

Credit agreements

It is the preference of Management that all training courses and / or work conducted are paid for prior to the course / work taking place. However, we understand that this arrangement does not work for every business situation. Where requested, credit will only be provided upon completion of a credit application form and by prior arrangements with Management. Credit terms will be determined at the discretion of Management. Under no circumstances will credit be extended past 30 days from the due date of invoices. If credit is extended, a penalty charge may be incurred. A credit penalty charge will be calculated at a rate that is detailed by the penalty interest rate act 1983.



Credit card Charges

With credit cards transaction being a key component in our fast pace economic environment, Transport Industry Driver Education will allow all customers to make payments by credit cards. It should be understood that credit card transactions do carry an administration charge from various financial institutions. While these charges are minor to some degree, Transport Industry Driver Education is not in the financial position to carry these charges. While all credit cards will be accepted, each credit card will carry a specific administration charge. They are:

Visa	1.5%
Master Card	1.5%
American Express	N/A
Diners Club	N/A

Fraudulent Transactions

All fraudulent activity will be recorded and brought to the attention of the local law enforcement authorities