



# Gladstone Training Services

RTO #45656

1 Manning St, South Gladstone QLD

[gladstonetraining.com.au](http://gladstonetraining.com.au)

1300 001 487

## Gladstone Training Services Refund and Payment Policy

Effective as of 1st January 2024

### Payment Terms:

- 1. Payment Deadline:** In order to secure a spot in any Gladstone Training Services course, all participants are required to make a payment seven (7) days before the scheduled course start date.
- 2. Payment Methods:** Payment can be made online via bank transfer, online card payment or by calling us.
- 3. Deposits:** Your deposit will be refunded in full up to 7 days before your scheduled course date. The remaining balance of your training is due in full before commencement of your course. For courses held at our training center, this can be paid on the morning of your training via cash or EFTPOS facilities.
- 4. Full Payments:** If you have paid the full course fee and wish to cancel your enrollment, our refund policy is as follows:
  - All cancellations notified 7 days before training will receive a full refund including any deposits. Less than 7 days notice will result in loss of the deposit, any remaining balance already will be refunded.
  - Cancellation more than 7 days before the course start date: 100% refund.
  - Cancellation less than 7 days before the course start date: 100% refund, minus the deposit (if applicable).
  - Less than 24hrs before the course start date: No refund will be provided.

**Course Rescheduling:** Participants may request to reschedule their course to a future date. Rescheduling requests must be made at least 7 days before the original course start date, subject to availability.

**Exceptions:**

Gladstone Training Services reserves the right to make exceptions to this policy in exceptional circumstances, such as medical emergencies or unforeseen events. All such exceptions will be reviewed on a case-by-case basis.

**Contact Information:**

If you have any questions or need to request a refund or reschedule a course, please contact our customer support team at 1300 001 487 or email [admin@gtstraining.com.au](mailto:admin@gtstraining.com.au) .

We are here to assist you and ensure your experience with Gladstone Training Services is smooth and satisfactory. By enrolling in a Gladstone Training Services course and making a payment, you acknowledge and agree to abide by this refund and payment policy. We recommend reviewing this policy carefully before making any payments. Gladstone Training Services reserves the right to update or modify this policy at any time. Please check our website or contact our customer support team for the most up-to-date policy information.