

**PUBLIC COURSE – REFUND REQUIREMENTS, CANCELLATIONS & FEES**

Issue	Situation	Notification Requirements	Refund/ Fee applicable
<b>Cancelling/ Withdrawing from course</b>	Student and/or representative wishes to cancel their enrolment	In writing via email to <a href="mailto:enrol@grayms.com.au">enrol@grayms.com.au</a> , five (5) business days prior to course commencement.	100% of the course fee paid is refundable, excluding administration fee.
	Student and/or representative wishes to cancel their enrolment	In writing via email to <a href="mailto:enrol@grayms.com.au">enrol@grayms.com.au</a> , between four (4) to two (2) business days prior to course commencement.	50% of the course fee paid is refundable, excluding administration fee.
	Student and/or representative wishes to cancel their enrolment	In writing via email to <a href="mailto:enrol@grayms.com.au">enrol@grayms.com.au</a> , two (2) business days prior to course commencement.	Nil refund.
<b>Rescheduling</b>  Only available to online courses.  A student enrolled into a face-to-face public course will have to cancel their enrolment, see above and re-register.	Student and/or representative wishes to reschedule their enrolment to future course <b>(Online courses only)</b>	In writing via email to <a href="mailto:enrol@grayms.com.au">enrol@grayms.com.au</a> , five (5) business days prior to course commencement.	Nil fees applicable for first reschedule.  Administration fees applicable for additional reschedule requests.
<b>GMS cancels course</b>		Students notified by email and/or phone at earliest opportunity	Refund 100% of the course fee paid

**Please Note:**

- Replacement students may be accepted at no addition charge
- Terms and conditions relating to client group training (in-house/ online) will be communicated in the GMS proposal document and operates outside the above fee schedule. Clients are bound by agreed terms.
- Unless approved otherwise, once training has commenced, no refund options are available, this includes '**No Shows**' on the day and there is no refund to a candidate who does not pass the course.
- Where there are extenuating circumstances, the student/ client can request a full or partial refund of fees, however, any refund is at the discretion of the Director

**The above fee schedule is current as of 13 February 2023. Current administration fee is \$120 (GST exempt) at time of publication.**