



LENNON TRAINING CONSULTANTS REFUND POLICY

People withdrawing up to fourteen days prior to the commencement of the course, the refund is one hundred percent of fees paid less the cost of materials issued that could not be returned in reusable condition.

People withdrawing between fourteen days and the start of the course, the refund is the fees paid less fifty-five (55) dollars and the cost of materials issued that could not be returned in reusable condition.

People who fail to advise their cancellation or to fail to attend the course commencement will incur a penalty of 30% of the course fees.

For people withdrawing once the course has started, the person will be credited with re-entry to the course with an available space within three months of their original course date or course fees are forfeited.

Should Lennon Training cancel a course the refund is 100% of fees paid.

Fees paid in advance will be protected in accordance with Lennon Training's [Financial Management System LTCP19](#).

Refund application – refer to [LTCF14\(4/*\)](#):

- A request for a refund should be received within one month of cessation of the course.
- A request for the refund will be accepted in writing or verbally utilising the form.
- The request will be verified by the instructor prior to issue.
- Refunds will only be issued by cheque to the entity that paid the original fee.

This can be located:

- Quality Manual, 11 Kyle St, Emerald, Q, 4720
- www.lennontraining.com/policies