

COURSE ENROLMENT CANCELLATION AND REFUND REQUEST FORM

Send to: Plenty Training
via post: PO Box 258, Varsity Lakes, QLD, 4227
via e-mail: info@plentytraining.edu.au

Dear Enrolments Officer,

I am currently enrolled in the course identified below. I wish to cancel my enrolment in this course and request a refund of the balance owing. In accordance with the student guide (available from plentytraining.edu.au) I understand that a non-refundable administration fee (consisting of 25% of the full fee plus the cost of any training resources provided to me) applies this course (the balance is known as the *course fee*) and that:

- If I paid using the ZipMoney payment plan then a full refund of the course fee will be provided if Plenty Training receives this refund request before the start of the course.
- Otherwise, for all other payment methods, I acknowledge that a full refund of the course fee will be given if this refund request is received by Plenty Training more than one week ahead of the course commencement date, but only 50% of the course fee will be refunded if this refund request is received at Plenty Training less than one week ahead of the course commencement date.

I further acknowledge that no refund will be granted for requests made after a class has started and, for distance learning courses and RPL kits, no refund is available once the course or kit has been purchased and made available to download. I confirm that upon receipt of the requested refund no further claim will be presented to Plenty Training regarding this matter.

My details	Name:		Telephone:		
	E-mail address:		Postal address:		
	Reason for refund request:				
	Course name:		Course date:	Course location:	
	Payment made by: <input type="checkbox"/> Me <input type="checkbox"/> Other → specify:		Amount paid: \$	Date paid:	

Original payment method (Tick one box only)	<input type="checkbox"/> Online credit card payment →	Last four digits of my credit card:				
	<input type="checkbox"/> Credit card via telephone →	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table>				
	<input type="checkbox"/> Other credit card payment →	(The refund shall be made to this account.)				
	<input type="checkbox"/> Online PayPal payment →	Refund shall be made to your PayPal account				
	<input type="checkbox"/> EFTPOS (direct deposit) →	A cheque shall be posted to your postal address listed above.				
	<input type="checkbox"/> Cheque →					
	<input type="checkbox"/> ZipMoney payment plan →	ZipMoney will credit the approved refund amount				
<input type="checkbox"/> Other → please specify:						

Signature	Date
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OFFICE USE ONLY					
1. Receiving staff	Name	Date received	LMS order number	Student ID number	
2. Supervisor	Name	Discussed alternatives with client?		Order cancelled in LMS	Initials – OK to refund
3. Accounts	Payment method	Payment date	Payment/s received \$	Refund amount \$	Initials – OK to refund
4. Manager	Initials – Approved	Refund date	Comments		
5. ZipMoney	Signature – Manager approving ZipMoney refund		ZipMoney: You are authorised to refund this amount to the student \$		

