

ENROLMENT CANCELLATION AND REFUND REQUEST FORM

Send to: Plenty Training
via post: PO Box 258, Varsity Lakes, QLD, 4227
or via e-mail: info@plentytraining.edu.au
or via fax: 07 3041 6031

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. I understand that not all of the amount I paid will be refunded – i.e., in accordance with the student guide at www.plentytraining.edu.au/student-guide and in the course brochure, an initial non-refundable administration fee of 25% applies to this course (the 75% balance is known as the *course fee*) and:

- a full refund of the course fee will be given if this refund request is received at Plenty Training more than one week ahead of the course commencement date.
- 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 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"/> Other → please specify:						

Signature	Date
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OFFICE USE ONLY (Attach email & discussion history if necessary)					
1. Receiving staff	Name	Date received	Discussed issue with client?	LMS order number	Initials – OK to refund
2. Supervisor	Name	Alternatives not available		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 details (attach email if necessary)		