

Refund Policy

To apply for a refund, please contact InterLinks administration staff at least 48 hours before commencement of your course. Where 48 hours' notice has not been given and another participant has been unable to take up your training place, InterLink Training reserves the right to refuse a refund.

1. Participants seeking a refund are to put in writing reason for their request for refund and attach any supporting documents for evidence (such as a medical certificate). Written request for refund may be faxed to (07) 32099609 Attention Deborah Mulvenney or emailed to deborah@interlinktraining.com.au
2. The administration department will consider each application and advise participant by telephone or email within 7 days of receipt of request for refund. The decision as to whether the participant will receive a refund will be made on the grounds for refund specified above. However, refunds are considered on a case-by-case basis with exceptional circumstances such as illness being at the discretion of InterLink Training. Participants must produce satisfactory evidence of the circumstances of his/her withdrawal, such as a medical certificate.
3. If a participant refund application is approved, InterLink will cancel the participant's enrolment and the fees will be refunded less a 20% administration fee.
4. The payment of the refund will be made to the same person or body from whom the payment was received on behalf of the participant. Where credit cards have been used for payment, InterLink will refund the amount to that credit card. Credit card details are not kept on file, only the name of the person or company making the payment.
5. In the event that the participant is unhappy with the outcome of their application for a refund, the participant may lodge a complaint. The existence of this policy and complaints and appeals processes does not stop participants taking action under Australia's consumer protection laws.



Managing Director
InterLink Training

