

Cancellation Policy

Please note: Online credit card payments will be refunded 24 to 48 hours after the cancellation occurs. Any refunds may take between 1 and 7 days to appear on the cardholder's statement.

Face to Face Training Course Cancellation type:	Refund amount:
Cancellation of program due to insufficient numbers (Cancellation by event organiser)	100% refund* (see note below)
Cancellation from program made at least two (2) weeks prior to course start date by 12am AEST. (Cancellation by attendee)	Transfer to next available program; or 90% refund. A 10% cancellation administration fee is charged.
Cancellation from program made within two (2) weeks of course start date. (Cancellation by attendee)	0% refund. No refund will be provided for cancellations made within two weeks of the program.
Failure to attend program	0% refund. No refund will be made for trainees who fail to attend the program they are enrolled in.
Cancellation from an online component (eLearn)	90% refund. A 10% cancellation administration fee is charged.

***Note:** In the event of the program being cancelled, Transport and Main Roads are not liable for any other expenses that may be incurred.

Elearn (Online) Training Course Cancellation type:	Refund amount:
Cancellation from an online program: Any requests of this nature must be received in writing within 14 days of purchase, supported by proof of purchase and the course must not have been commenced.	100% refund.
Enrolment transfer: Transfers will be permitted to occur to another employee within 14 days of purchase. Requests must be in writing, supported by proof of purchase and the course must not have been commenced.	0% refund.

If you have any questions on the type of cancellation please contact Shortcourses@tmr.qld.gov.au