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**Terms & Conditions and Refund Policy:**

**Short Courses & CPD Activities**

## **Terms & Conditions**

Closing date for all Australian Institute of Healthcare Education (AIHE) short courses and events is 14 days prior to the course scheduled date. Class sizes are limited and a place can only be reserved upon receiving your registration form and full fee payment.

On receiving your registration and full fee we will provide you a confirmation notification of your enrolment in the course and a receipt.

Payment includes access to our online learning platform, course notes, morning & afternoon tea and light lunch where applicable.

On successful completion of the course you will receive, via email, a certificate of attendance for your Continuing Professional Development records.

**Refund Policy**

If you submit a Refund Request Form to AIHE of the intent to withdraw from a short course more than 28 days before the course commencement date, then 95% of fees already paid will be refunded. Cancellation after this date will result in forfeiting the full course fees unless it is possible to transfer to another short course. Only one transfer of course dates is permitted per application.

AIHE is not responsible for the travel and accommodation costs that may be incurred to attend a short course.

If AIHE cancels your enrolment because a course is no longer being offered or other default by the Institute, you will be notified in writing and will be given the option to transfer your enrolment to another course or you may request a full refund of your tuition fees. Requests for a full refund of tuition fees will be processed within 2 weeks of the receipt of all documents, unless a request to transfer enrolment to another course is received from you in writing during this period.

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**Refund form:**

**Short courses & CPD Activities**

Please complete the details below and return it with the receipt of course fees and certified copies of any supporting documents. You do not need to complete this form in the case of a course cancellation.

Family name (surname): Click here to enter text.

First name: Click here to enter text.

Mobile number: Click here to enter text.

Email: Click here to enter text.

Course name: Click here to enter text.

Course code: Click here to enter text.

Course date: Click here to enter text.

**Address**

Building/property name: Click here to enter text.

Unit number: Click here to enter text.

Street number: Click here to enter text.

Street name: Click here to enter text.

Suburb/ locality/ town: Click here to enter text.

State/territory: Click here to enter text.

Postcode: Click here to enter text.

**Reason for refund**

*Please tick the correct reason below and provide details below. Include documentation to support your request if relevant.*

Withdrawing due to compassionate and compelling circumstances outlined below

Overpayment of course fees

Other (provide details): Click here to enter text.

**Payment details**

Please provide relevant details for payment of refund. AIHE refunds via EFT. Complete name and address details if different from above. Include bank details for direct deposit refunds.

Family name (surname): Click here to enter text.

First name: Click here to enter text.

Address: Click here to enter text.

Account name: Click here to enter text.

BSB number: Click here to enter text.

Account number: Click here to enter text.

**Office use only**

Date received: Click here to enter text.

Refund decision:  Yes  No Approved by: Click here to enter text.