



FACT ADELAIDE • STUDENT POLICY

Refund Policy

When refunds apply and how to ask

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Policy owner: Allan Bartlett, Course Director

Wording reviewed: 6 September 2026

FORMAL APPROVAL AND PUBLICATION PENDING

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Student wording retained from reviewed revision 2026.1-D03.

info@factadelaide.com | (08) 7226 5936

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Refunds depend on your booking and the reason for your request. This policy covers students and organisations paying for training.

Your rights under Australian Consumer Law still apply, including to discounted bookings. This policy does not take those rights away.

1. When you cancel

Standard-price booking: Cancel at least three business days before your original course session and we refund your payment, less the allowed cancellation deduction.

Discounted booking: There is no refund for simply changing your mind, such as choosing another course.

Late cancellation or not attending: There is no automatic refund. We consider genuine emergencies and the other rules in this policy.

Business days are Monday to Friday, excluding South Australian public holidays. Deadlines use Adelaide time. The Cancellation and Transfer Policy gives the exact notice rules, transfer options and fees.

Any deduction must be reasonable and within the limit given when you booked. We allow for costs saved and replacement bookings, and do not charge twice for the same work. Calculations use the amount actually paid, not a higher full price.

2. Illness or an emergency

Tell us before the course where possible, otherwise as soon as you can. We may offer a free rebooking. If FACT sends you home because you are unwell, we offer a free rebooking.

A refund is not automatic. Management may allow one for exceptional circumstances. We may ask for evidence showing why you could not attend, but do not normally need a diagnosis or detailed symptoms.

3. When FACT cancels or changes your course

If FACT cancels before delivery, choose a full refund for that course or a free transfer. There is no cancellation deduction, however early we cancel.

If we make a major change to the date, place or way we deliver the course and you do not accept it, we offer a refund for training not provided or an agreed alternative, without a change fee.

If FACT cannot finish a partly delivered course, we refund the undelivered part fairly. Your legal rights may entitle you to more.

4. A problem with the training

Not passing, not finishing, missing entry requirements or being removed for misconduct does not automatically mean a refund. We check what was explained, the support and training provided, and why you could not finish.

We fix minor service problems free of charge within a reasonable time. Major or unresolved problems can give you rights to cancel, receive a refund, seek a price reduction or claim compensation. We will explain your options.

These legal rights are not limited by booking deadlines or by us sending course materials. We do not deduct cancellation fees from a refund required by consumer law.

5. Ask for a refund

Email info@factadelaide.com with the student's name, booking reference, course, amount paid and reason. A special form is not required. An authorised employer or representative may apply.

Need help reading this policy or making a request? Call (08) 7226 5936. We can explain the policy and help record your request.

We acknowledge requests within two business days. We aim to give a written decision within five business days of receiving the information we reasonably need. If we need longer, we explain why and give a new date before that target passes.

We explain our decision, any deduction and your review options. Once a refund is approved, we start payment within five business days and send confirmation. Bank processing may take longer.

Refunds normally go to the original payer by the original payment method, unless another lawful method is agreed. We do not force you to accept credit instead of an available refund, or pay the same refund twice.

6. Ask us to review a decision

Contact FACT management using the email or phone number above. You may challenge the decision or calculation without a complaint fee or having to provide new evidence first.

Someone not involved in the original decision will review it. Independent review is also available on request at no cost to the student. We explain how to access it under our Complaints and Appeals policies.

You may also contact Consumer and Business Services SA, seek legal advice or use an available court or tribunal. Making a genuine complaint or lawful payment dispute will not lead to a penalty.

The terms for your booking

We use the terms you accepted when you booked. Later policy changes cannot take away an agreed benefit. Refund records are handled under our Student Records and Privacy policies.