



Cancellation and Refund Policy

Cancellation up to Ten Working Days Before Course Commencement:

Registration can be cancelled up to ten working days prior to the start of the course. Participants will have the option to transfer to another course or receive a full refund.

Cancellation Between Ten and Five Working Days Before Course Commencement:

Registrations cancelled or transferred between ten and five working days before the course commencement will incur a 10% cancellation/transfer fee, calculated on the standard course fee.

Cancellation Within Five Working Days Before Course Commencement:

Cancellations made with less than five working days' notice will not be eligible for a refund unless a medical certificate is provided or the participant demonstrates extreme personal hardship. Transfers are not available within five working days of the course.

Substitution:

If a participant is unable to attend, they may nominate another student to take their place at any time before the course starts. Notification of such changes is essential.

Course Cancellation or Postponement:

Platinum Training Solutions reserves the right to cancel or postpone a course to an alternative date. All registered participants affected by such changes will receive a full refund or the option to transfer to the next available course.

No Refunds After Course Commencement:

No refunds will be issued after the course has started unless a medical certificate is provided or the participant demonstrates extreme personal hardship. In such cases, fees may be refunded on a pro-rata basis at the discretion of the Business Manager.

Cancellations from Platinum Training Solutions:

Whilst every endeavour will be made to conduct all advertised courses, Platinum Training Solutions reserves the right to change or cancel timetables, class locations, course offerings, trainers and other such details or circumstances beyond our control that affect enrolments. Every effort will be made to advise course participants of any changes. Participants automatically receive a refund in this instance.