
Refund Policy

This Refund Policy ("Policy") is applicable to all participants ("Participants") enrolling in courses provided by Motor School ("the Provider").

1. Payment Retention: The Provider securely retains all pre-paid funds received for learner courses and ensures that these funds are not utilised until the formal initiation of the respective course.

2. Non-Attendance and Alcohol Influence: If a Participant fails to attend the course or attends under the influence of alcohol, as determined by a positive Breathalyzer test, any pre-paid funds will be forfeited.

3. Inappropriate Behavior: Participants displaying inappropriate behavior, as determined by the Provider, will be asked to leave the premises immediately and will forfeit all funds paid to date.

4. Course Cancellation Due to Weather: The Provider reserves the right to cancel a course due to inclement weather conditions on the scheduled course day. In such cases, Participants will be given the following options: (a) enroll in an alternative course, (b) retain the booking as credit for future use, or (c) request a refund of any pre-paid funds.

5. Cancellation Notice: To cancel a course booking, Participants must provide a written notice to the Provider's Administration Department. For courses within Brisbane, the notice must be received at least three (3) days prior to the course start date, and for courses outside of Brisbane, the notice must be received at least seven (7) days prior to the course commencement. Failure to comply with this notice period will result in the forfeiture of the course fees paid.

6. Vehicle-Related Liabilities: The Provider is not responsible for any mechanical failures occurring in Participants' vehicles. Participants are solely responsible for ensuring that their vehicles are registered, maintained in a safe and roadworthy condition, and appropriately insured for off-road use.

7. Refund Fee: Refunds requested within the allocated time window will incur a 10% refund fee to cover associated costs once the payment is received.

This Policy is effective upon acceptance of a course booking by the Participant. By enrolling in a course, Participants acknowledge and agree to abide by the terms and conditions outlined in this Policy.