

Refund & Cancellation Policy

www.letizias.com.au | info@letizias.com.au

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1. Our approach

Letizia's Training & Development understands that students' plans sometimes change. If you cannot attend a booked course, please contact us so we can discuss a transfer to another available course date or a refund. We aim to handle requests fairly and promptly, taking into account the specific course arrangements and your rights under Australian Consumer Law.

2. Requesting a cancellation, refund or transfer

Email info@letizias.com.au with your full name, course name, scheduled course date and booking details. Please get in touch as soon as you know you cannot attend. We will discuss transferring your place to another available session or a refund, depending on the circumstances and any applicable booking conditions made clear to you before payment. We do not state a fixed cancellation fee or minimum notice period in this policy.

3. Different course booking pathways

Some nationally recognised courses, including First Aid and White Card, are booked using Training Desk and delivered under Allens Training (RTO 90909). RSA and nationally recognised Barista training are arranged through Quality Service Skills (RTO 90791). Letizia's also offers its own non-accredited Barista workshops. Relevant provider enrolment, booking and refund conditions may apply when they were disclosed to you at booking, but they cannot remove consumer rights that apply by law. Letizia's can help you identify the appropriate provider or booking contact.

4. When we change or cancel a course

If a course must be rescheduled or cancelled, we will contact affected students as soon as reasonably practical and explain the available options. These may include moving to an agreed alternative session or a refund. If a significant change means the agreed service cannot be provided, we will address any refund or other remedy owed under Australian Consumer Law. We will not require you to accept a credit instead of a refund where a refund is legally required.

5. Refund payments and processing

Where a refund is agreed or required by law, the payment will be arranged through the business or payment provider that received the original booking payment. Depending on the booking channel, processing methods and times may vary. Contact Letizia's at info@letizias.com.au and we will help you identify the appropriate refund process. We will not request full payment card details by ordinary email.

6. Australian Consumer Law

This policy does not exclude, restrict or modify any consumer guarantee or remedy that cannot be lawfully excluded under Australian Consumer Law. If a training service does not meet an applicable consumer

guarantee, you may be entitled to a remedy, including cancellation and a full or partial refund, depending on the circumstances. These rights apply independently of any ordinary change-of-mind arrangements.

7. Support and special circumstances

If illness, an emergency, disability-related needs or another difficulty affects your attendance, please let us know as early as you can. We will consider your circumstances and discuss reasonable options, including appropriate course transfer or refund arrangements, while taking account of relevant RTO requirements.

8. Contact and concerns

For help with a transfer, cancellation or refund, email info@letizias.com.au. If a booking, enrolment or payment is administered through a partner RTO or another booking platform, we can help direct you to the appropriate process. If you remain dissatisfied, please contact us so we can review the matter; the applicable RTO complaints process and your statutory consumer rights remain available.