**Refund Policy**

In the event that you are unable to attend the course, a 50% refund will be given if it is **less than 24 hours’ notice prior** to the scheduled training or assessment start time. This is due to challenges being able to offer the spot to others at such short notice. If **greater than 24 hours**’ notice is given your booking and payment is transferable to another date.

Should the course be cancelled by iLicence, you have the option of transferring to another course, or a full refund.

Obtaining a Boat and Jet Ski Licence is not simply an attendance-based course. A student **must** demonstrate the required skill’s/knowledge to be issued a statement of competency. Failing any part of the course does not entitle a student to a refund.

**Privacy Policy**

iLicence takes your privacy seriously and adheres to the Australian Privacy Principles:

* Open and transparent management of personal information
* Anonymity and pseudonymity
* Collection of solicited personal information
* Dealing with unsolicited personal information
* Notification of the collection of personal information
* Use or disclosure of personal information
* Direct marketing
* Cross-border disclosure of personal information
* Adoption, use or disclosure of government related identifiers
* Quality of personal information
* Security of personal information
* Access to personal information
* Correction of personal information

**Course Results**

Students’ results are subject to retention, archiving and retrieval for a period of 30 years and transfer consistent with the requirements of Maritime Safety Qld (MSQ). iLicence also keeps records of courses undertaken (including dates, topics, activities and assessments) and Statements of Attainments issued, as per MSQ requirements.

**Personal Information**

iLicence is committed to protecting and maintaining the privacy, confidentiality, accuracy, and security of your personal information.