

Coastguard Boating Education Terms & Conditions and Refund Policy

- Deliveries to locations outside New Zealand are subject to additional postal charges
- Payment terms are credit card (NZD) only
- A street address is required for courier delivery
- All prices include GST unless otherwise stated
- All prices are subject to change without notice
- We aim to dispatch goods same-day but all will be dispatched within a maximum of five working days

Privacy & Security

The payment information provided as part of the payment process is used for the purposes of fulfilling the order only. CBE does not store your credit card number, as it is processed directly by our payment processor (DPS) and bank.

To keep you informed we will hold your contact details on file. Please advise us if you do not wish to receive further information from us.

Purchase Returns

If you are not satisfied with your purchase, you may return the item requesting a full refund within 30 days of purchase. The product must be in resalable condition, in its original packaging together with all inclusions and proof of purchase.

Dispute resolution

Please [contact us](#) if you have any queries or complaints relating to your order.

Refund Policy

1. Student Enrolment, Fees and Payment

- 1.1 All students/course attendees must be enrolled with Coastguard Boating Education (CBE) prior to the start of the course
- 1.2 Enrolment fees/course fees are as per the current CBE fee schedule, and are subject to change without notice
- 1.3 Enrolment/course fees are payable in full prior to the start of the course unless stated otherwise in accordance with the following:
 - 1.3.1 *Tutored courses*: fees are payable at the time of enrolment, at least five days prior to the commencement of the course
 - 1.3.2 *Distance learning courses*: fees are payable in full, at the time of enrolment, upon which the course pack/login will be supplied

2. Cancellations, withdrawals and refunds

- 2.1 Coastguard Boating Education (CBE) reserves the right to reschedule, postpone and/or cancel courses without prior notice, although all efforts are made, and all alternatives exhausted to avoid this

- 2.2 All tutored courses require a minimum of six attendees (unless otherwise specified). If enrolments fail to reach the minimum number of attendees five days prior to the start of the course, CBE will contact all enrolled students and offer the following alternatives:
- To transfer to any other course of your choice, including distance learning courses (with applicable part-refund or payment due)
 - The offer of one-on-one tuition (if available)
 - A full refund
- 3.1 If a student withdraws after enrolment:
- 3.1.1 If a cancellation is received by CBE more than two weeks prior to the commencement of a course, all fees, less 10% and the online booking charge if applicable, will be refunded
- 3.1.2 If a cancellation is received by CBE less than two weeks but more than five days prior to the commencement of a course, all fees, less 20% and the online booking charge if applicable, will be refunded
- 3.1.3 If a cancellation is received less than five days prior to the commencement of a course, all fees, less 50% and the online booking charge if applicable, will be refunded
- 3.1.4 If a student withdraws after the commencement of a course, no fees will be refunded (except in exceptional circumstances)
- 3.2 If a student elects to transfer to another course:
- 3.1.1 If a request to transfer is received by CBE more than two weeks prior to the commencement of a course, a 10% (of the course fee) administration fee applies
- 3.2.1 If a request to transfer is received by CBE less than two weeks but more than five days prior to the commencement of a course, a 20% (of the course fee) administration fee applies
- 3.1.3 If a request to transfer is received less than five days prior to the commencement of a course, all fees, less 50% and the online booking charge if applicable, will be refunded
- 3.1.4 A request to transfer is not normally possible after the commencement of a course
- 3.3 CBE has in-place an NZQA-approved student fee protection mechanism to protect all fees received from all enrolled students. The maximum liability for all fees paid is held in a static trust account. The trustee's contact details are Walker Wayland Auckland Limited, Level 7, 53 Fort St. Auckland, Tel. (09) 968 4440