



## Airport Pickup and Accommodation Policy and Procedure

### RESPONSIBLE for:

<b>Ensuring Compliance:</b>	Chief Executive Officer
<b>Directly Responsible:</b>	Student Support Officer/Accommodation officer
<b>Adhering to Policy:</b>	All Education Training & Employment Australia Pty Ltd (ETEA) Personnel

### PURPOSE

To enable ETEA staff to provide services in relation to airport pick up and accommodation for students and also enables students to understand the procedure to make the bookings

### Airport booking procedure

The request for the airport pick up must be made at least 48 hours in advance.

- Fill out the Airport Pick up and accommodation booking form and send it to [info@etea.edu.au](mailto:info@etea.edu.au)
- All flight details have to be notified in advance either by the individual or the concerned Education Agent in order to arrange the airport pick up.
- The cost is \$100 per person. (non-refundable)
- Each student requiring an Airport Pickup Service must submit their own Airport Pick up and accommodation form.
- All details of the drop off destination also must be confirmed, if there are any changes they must also notify ETEA as soon as made known.
- If there is family or friend also there to meet the student and airport pick up has been arranged through ETEA then the fee is still to be paid for service provided.
- All bookings need to go through [info@etea.edu.au](mailto:info@etea.edu.au), confirmation will be sent to the student once booking has been arranged.

### Accommodation Booking Procedure

- The accommodation booking is available on first come first basis.
- Student needs to fill out the Airport pick up and accommodation booking form.
- No advance payment is required for the accommodation.
- Student needs to pay the full amount for the duration of their stay on check in.
- All bookings need to go through [info@etea.edu.au](mailto:info@etea.edu.au), confirmation will be sent to the student once booking has been arranged.
- Males and Females will be provided, with separate rooms.

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### Cancellation Policy and Procedure

- The fees for airport pick up is non – refundable
- The amount for accommodation is not charged to students before they see the accommodation, and hence once the student has paid for the accommodation there is no refund.
- If the student wishes to change his/her location within ETEA's premises, ETEA will try and accommodate the student, but this will depend on the availability of rooms.

### Complaints and Appeals

ETEA tries to provide the best of services to the students. However from time to time we recognise that students may experience concerns that they wish to bring to ETEA's attention.

All complaints will be handled professionally and confidentially in order to reach a satisfactory resolution and all students are encouraged to have their own nominee included in this process.

To make a complaint you may refer to ETEA's complaints and Appeals Policy and procedure available on the website under <http://www.etea.edu.au/index.php/course-info-2/complaints-and-appeals>

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