

FREQUENTLY ASKED QUESTIONS

Is lunch provided during Elite Masterclass Series?

Students will need to bring their own lunch to eat during breaks. Due to supervision restrictions students are not allowed to leave the College to buy lunch and will not be allowed to leave the grounds until their final class is finished.

What do I need to bring or prepare?

Parents will be emailed information in April 2018, which will include instructions for orientation, class times, Q & A session, and Medical Consent Form.

How do I get there?

There is limited car parking on-site and most students will commute via public transport if their parents are not dropping them off. The McDonald College has a security private entrance, which allows students to commute to North Strathfield train station (behind the College) from most regions in Sydney. A security code to the gate will be provided upon request. All public transport details can be found on our website.

Are there accommodation options available?

The College does not provide accommodation, however, we can recommend reading our Accommodation Information Sheet.

I am sick/injured and can no longer attend. Can I get a refund?

We understand that some students may obtain injuries or become sick prior to their class, which is why we offer a 50% refund upon presentation of a medical certificate. Due to the limited intake of this course, we would appreciate immediate notice of student injury so that we are able to quickly accommodate a new enrolment.

We do not issue credits or refunds to students who can simply no longer attend, however, compassionate grounds may warrant a credit to be used at a later date. This is case-by-case only and is subject to strict approval. The College reserves the right to retain a \$100 administration in the case of credit approval.

The first class is on a public holiday – will everything run as normal during this time?

Wednesday 25 April (ANZAC Day) will run as a normal class day from 9.00am – 4.15pm, however, we recommend that students commuting via public transport make allowances for different train and bus timetables on that day.

I haven't received a booking confirmation yet. What should I do?

TryBooking will automatically send an email confirmation once the transaction has happened. If you have not received your TryBooking confirmation letter please email us at kesbyj@mcdonald.nsw.edu.au and supply your booking name and details.