

FREQUENTLY ASKED QUESTIONS

I am a student of The McDonald College/The McDonald College After Hours Program. Do I get discount?

Students of The McDonald College and After Hours will receive 10% off until 28 February 2021. Previous EMS attendees will also receive 10% off discount code, which is available to use for a limited time only and will be distributed via email.

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 at the end of the day.

What do I need to bring or prepare?

Parents will be emailed information after the 31 March 2021, 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.

<https://www.mcdonald.nsw.edu.au/about/transport/>

Are there accommodation options available?

The College does not provide accommodation, however, we recommend reading our [Accommodation Information Sheet](#).

https://www.mcdonald.nsw.edu.au/wp-content/uploads/2018/11/Accommodation-Info-Sheet_October-2018.pdf

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.

Due to the current COVID pandemic, students who are unable to attend due to border restrictions and/or exceptional circumstances relating to COVID, will be issued with a full refund. This is case-by-case only and is subject to management approval.

Can parents watch any classes?

Parents will be given the opportunity to observe the final class followed with the Q&A on the last day of the Elite Masterclass Series.

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.