

BOOKING CONDITIONS (conditions of contract):

(Your Company Name)

The terms and conditions appearing on this document constitute a legally binding contract upon your consideration and acceptance.

Invoicing is always payment on receipt.

Payments may be deposited directly to our account via electronic banking.

Account No. =
Account name =
Bank =
Branch Code =

Refund Policy:

There are no refunds given for Learners who withdraw from a course or assessment or who do not achieve the required level of performance within the stipulated time frame.

Last minute cancellations (i.e. within 24 hrs) incur a 100% penalty fee (i.e. 100% of the course fee) because we would have pre-booked staff, cancelled other courses and spent time planning the training/assessment etc.

Course fees are based on a stipulated time frame. Learners who do not reach the required level of competency within the stipulated time frame will require additional training. If additional training is deemed necessary and is requested, additional charges apply.

Cancellations prior to course/activity commencement attract the following penalties

More than 14 days notice	=	Payment of 10% of course/activity fee
Less than 14 days notice	=	Payment of 20% of course/activity fee
Less than 7 days notice	=	Payment of 40% of course/activity fee
Less than 48hrs notice	=	Payment of 80% of course/activity fee
Less than 24hrs notice	=	No refund

Cancellations after the course has commenced (i.e. part-way through the course) attract penalties based on whether training will be deferred or permanently cancelled.

If a permanent cancellation is initiated by the learner (i.e. with no intention to transfer to a later date) the penalty is 100% of the course fees.

If the course must be temporarily cancelled and *transferred* to another date, fees will be charged on a % time spent up to the point of cancellation (i.e. pro-rata basis). For example, if a course is cancelled 50% of the way through, invoicing will be on 50% of the original quoted fee.

Group Bookings:

For group booking discounts to apply, payment must be received as a lump sum – and only one invoice will be supplied. All Learners must start and finish all of their training/assessment together as one group.

There are no refunds given if less than the originally stated number of Learners show up for the course. For example, an original booking is made for seven Learners. On the day of course commencement, only six Learners show up. There is no refund or reduction given due to fewer than expected Learners.

All Learners must start and finish their training at the same time as one group. If the group is split and individuals cannot complete their training together within the agreed time frame, additional charges will apply since the instructor will need to be personally present to complete individual training and assessments.

Equipment:

Equipment is normally supplied as specified in the quote – unless other arrangements are made. However, *for formal training courses that result in a qualification...* The Learner is normally expected to supply own equipment & PPE during training. By using your own gear, you will become more familiar with it and gain increased confidence. Equipment includes such items as; helmets, harnesses, carabiners, personal first aid kit, ropes, slings, gloves, and belay/descending devices. If you are experiencing difficulty in obtaining gear or are unsure of what gear to purchase, we can advise you or arrange loan / hire.

There are many different brands on the market and each has its advantages and disadvantages. Any equipment lost or damaged whilst under the care of Learners will be liable for its replacement at replacement prices. Second hand gear is not acceptable.

Venue:

For all formal group booked courses at your own venue that result in a qualification...

Training/assessment is designed to simulate as close as reasonably possible, the type of incidents that could occur in the context of the workplace. Please discuss the needs with your Trainer before making any arrangements.

Wet weather:

If training/assessment is required to be conducted out in the open, we will be at the mercy of the weather and everyone must be aware that delays could occur if there is rain. Wet weather could cause delays due to safety reasons since the activity site will become very slippery. If rain has set in, training/assessment may be postponed and continued the next day if possible. If training/assessment cannot continue the next day due to continued rain, it will become necessary to further postpone and re-schedule for a later time.

Note that a light drizzle or intermittent showers are normally not sufficient to cause a cancellation – heavy or continuous rain or torrential downpours etc will definitely result in the activity being cancelled. Decisions are always made in the interests of safety.

Charges still apply based on the % time spent on-site (i.e. % of the course). In some cases, it may be possible to continue training/assessing at an indoor venue if such a venue is available.

Travel: *(not applicable for courses conducted at the trainers home town)*

All travel arrangements are at the expense of the client. Normally, all training/assessment is carried out on-site in the context of the Learners' normal workplace environment.

For distances of 400km or less, a hire car may be used for travel to the site if road access is available. If road conditions require it, a 4WD vehicle will be hired. The cost of hire vehicle and fuel will be added to the total invoice amount.

For distances over 400km, Learner is to fly trainer out to site if fly-in / fly-out arrangements are possible. Where practicable, need to fly in day prior to course commencement, unless logistics prevent this. Flight bookings are to be arranged for ticket to be collected at check-in on scheduled day of departure.

Accommodation & Meals: *(not applicable for courses conducted at the trainers home town)* Learner to supply accommodation and meals on site or reasonably close to where the training/assessment is to take place. This is to be booked in advance and the trainer/assessor notified of address details etc. Standard three meals a day applies.