

## Training Terms and Conditions

These terms and conditions apply to all participants and clients unless otherwise specified in writing. All clients and participants will be understood to have read, agreed to and to abide by these Terms and Conditions.

### Course Fees

Tax invoices that comply with GST legislation will be issued for all enrolments. If GST is charged for catering or other non-GST exempt items, the amount of GST will be separately identified on all tax invoices. Course fee includes, where appropriate, course training material, refreshments and lunch.

### Terms of Payment

All payments of course fees are due prior to the commencement of the course. Payment can be made via cheque, EFT, money order, credit card or bank cheque. A confirmation of your booking will be sent on receipt of your enrolment registration form. This confirmation is subject to these Terms of Payment. Aurenda Training Services reserves the right to withdraw any participant from a course if payment has not been received prior to commencement of the course.

### Training Credits

- ▶ Maximum of one (1) Training Credit per person per course, other than the Five Day Occupational Safety & Health Representative course, for which you may use two (2) Training Credits per person.
- ▶ Training Credits may not be used to pay Assessment and RPL fees.
- ▶ Training Credits must accompany your Registration Form at the time of enrolment.

### Course Rescheduling by Aurenda

Aurenda Training Services reserves the right to postpone or reschedule any course due to low enrolments or unforeseen circumstances. If Aurenda Training Services exercises this option, Aurenda Training Services will use reasonable endeavours to notify clients and participants as early as possible to minimise inconvenience. Aurenda Training Services will not accept any responsibility for travel and accommodation costs incurred by clients or participants. In the event of course postponement or rescheduling, the client or participant may choose to transfer the fee from the scheduled course to a future course at no additional cost to the client or participant. In this case, these Terms and Conditions apply.

### Cancellation by Aurenda

Aurenda will refund in full any deposits received for any course that it cancels. Where a refund is due to a client or participant, a full refund cheque will be issued within 30 days of notification. Aurenda will not be liable for any claims arising from course cancellation.

### Cancellation by Client or Participant

All course cancellations must be made in writing by mail, fax or email. Please send to Aurenda Training Services, PO Box 1012, NEDLANDS WA 6909. Fax (08) 9389 7319. Email [training@aurenda.com](mailto:training@aurenda.com).

The full course fee will be charged for cancellations received after close of business, seven (7) calendar days prior to the scheduled course date.

A full refund is available if Aurenda Training Services is notified in writing of a cancellation more than seven (7) calendar days prior to the course commencement date.

Substitution of participants can be made at any time at no additional cost.

### Transfers or Postponements at Request of Client or Participant

Transfers to alternate courses can be arranged without penalty when notice of seven (7) calendar days or more is given, provided there is availability on the selected course.

An administration fee equivalent to 30% of the course fee will be charged for transfers or postponements if less than seven (7) calendar days notice is given.

Notification of all transfers or postponements must be made in writing by mail, fax, or email. Please send to Aurenda Training Services, PO Box 1012, NEDLANDS WA 6909. Fax (08) 9389 7319. Email [training@aurenda.com](mailto:training@aurenda.com).

### Failure to Attend

A client or participant who fails to attend will be liable for 100% of the invoiced course fee.

### Complaints

Complaints regarding the quality of service provided for the client by Aurenda Training Services should be addressed to the Training Manager, Aurenda Training Services, PO Box 1012, NEDLANDS WA 6909. Fax (08) 9389 7319. Email [training@aurenda.com](mailto:training@aurenda.com).

All complaints will be investigated and the originator of a complaint will be advised of the outcomes, as appropriate.