

## Booking Terms & Conditions

### Public Courses & Events

#### Payment

Payment is to be made at the time of booking. Payment is accepted by:

- a) Credit card – can be provided through our secure online portal (operated by Paypal), by telephone, or by completing the registration form.
- b) Electronic Funds Transfer (EFT) – an invoice can be provided for payment by EFT

#### Cancellations & Refunds

Where a participant is unable to attend a course they are registered for, we will happily transfer their registration to another participant, another date, or another course. We do not provide refunds for cancellations except in exceptional circumstances.

### In House Courses & Events

#### Payment

Invoices will be forwarded to the organisation for payment, which is payable within 21 days of the date of booking.

#### Cancellations & Refunds

Cancellations must be in writing. Refunds will be provided according to the following schedule:

- Cancellation of 30 days or more before the event, 100% refund
- Cancellation of less than 30 days, but more than 14 days, 50% refund
- Cancellation of less than 14 days, no refund

#### Rescheduling a course

Courses can be rescheduled up to 7 days before the event, according to the following schedule:

- Reschedule with 30 days or more notice, no fee
- Reschedule with less than 30 days notice, but more than 7 days notice, up to 50% of the course fee may be charged.

The course must be delivered within 12 months of the original date booked.