



Terms and Conditions – Bookings, Payments, Cancellations and Refunds

Payment for courses may be made in person at our Winnellie office or over the phone. Course payment must be received at the time of booking or within a time negotiated with Northern Rescue Training. A Purchase/Work/Service Order Number is recognised as payment received.

Course Transfer: You may transfer your course enrolment to another course provided a vacancy exists for the date you wish to transfer to and written notice is given no less than ten (10) working days prior to the course commencement. A \$10.00 TRANSFER FEE will apply.

Cancellation: Anyone wishing to cancel their attendance at a course must do so at least ten (10) working days prior to course commencement. Failure to do so may result in the forfeiture of course fees previously paid.

Where it is necessary for you to cancel your attendance and payment has been received, or an invoice has been issued, it must be done in writing and an ADMINISTRATION FEE of \$10.00 will be deducted from your refund.

Refunds: To obtain a refund of course fees paid you will need to provide the original receipt issued at time of payment, or another form of proof of identity.

- (a) Course payments WILL NOT be refunded where a person fails to attend a course and has not previously notified as per the above.
- (b) An exception to this condition will be where the person is able to show good cause for non-attendance which includes, but is not limited to, presentation of a Medical Certificate; unforeseen changes to work commitments (employer confirmation required).

Course payments will not be refunded after the commencement of a course.

In the event that illness or other unforeseen circumstance should prevent an individual participant from completing a course for which they have started and full payment has been made, the participant may be offered a place on another course free of charge in order to complete the qualification, otherwise a partial refund (up to 50%) may be given (as per condition (b) above).

Northern Rescue Training may cancel any course within 3 days of the advertised commencement date if there are insufficient numbers to conduct the training course. Should this occur those persons booked into the cancelled program will be re-booked into another course convenient to them at no additional charge.

Access to Records: Should you require information or a copy of your records which are held by Northern Rescue Training you may enquire (preferably in writing) to Northern Rescue Training, Unit 9, 10/10 Witte St, WINNELLIE NT 0821 or alternatively Email to: info@northernrescuetraining.com.au

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