

Course Booking Terms and Conditions



"Smart training for clever people"

What does my quoted fee cover?

Everything you need for up to 16 course participants is covered in your quoted fee. This includes:

1. Needs analysis discussions
2. Creation of customised case studies
3. Training workshop design
4. Workshop delivery
5. Evaluation of the workshop
6. Workbooks for up to 16 people

What happens if more than 16 people attend the course?

If course numbers exceed 16, you will be charged an additional \$22.00 per person for course note duplication. This cost applies only to the numbers exceeding 16 – your first 16 workbooks are included in your quoted fee.

Can I have a discount on the quoted fee?

We have a customer loyalty program. Once you have paid for 10 days of training in a calendar year, your courses will be discounted by 15%. Once you've paid for 20 days of training in a calendar year, further courses that year will be discounted by 20%.

We also offer a 10% discount to clients in the community services, education and not-for-profit sectors.

What happens with travel bookings?

For training outside the Sydney CBD, you are responsible for reimbursing travel costs. These include flights or petrol; accommodation and meals. Accommodation is to be 4 star and flights on Qantas.

What happens if I cancel my booking?

This depends on when you cancel:

- Up to and including 16 working days before your booked date: no fee
- 15 – 11 working days before your booked date: 50% of the quoted course fee
- 10 – 0 working days before your booked date: 100% of the quoted course fee

What happens if I reschedule my booking?

If you reschedule your course booking up to and including 11 working days before the booked date, no fee applies.

If you reschedule up to and including 10 working days before the booked date, 50% of the quoted fee applies.

Why do cancellation and rescheduling fees apply?

The cancellation fee covers:

- The cost of preparing your course
- The cost of your trainer's time, which is no longer available to other clients once your date is reserved
- The cost of printing course materials

What happens if the trainer cannot deliver my course?

If your trainer is ill or suffers a personal emergency, we will contact you to arrange an alternative date or another facilitator for the date you've booked.