

TERMS AND CONDITIONS

Booking and Payment

TP Human Capital considers the payment, receipt of a Registration Form and/or Purchase Order as confirmation by its client to undertake training.

Please note the following:

- a) Advance Bookings: course fees are due a minimum of two working weeks before commencement of training.
- b) Bookings made within the two-week pre-course period must be accompanied by immediate payment. These bookings are subject to seat/resources availability.
- c) Customised training: minimum of 2 hours (regardless if training time falls below this timeframe)

Clients will receive a confirmation addressed to the *Training Contact Person* named overleaf.

Transfers or substitutions

Participants can transfer to another course as long as written notification has been received 5 or more working days before the scheduled course date (maximum of 2 transfers). A 15% (of the total course fee) transfer fee will apply.

If you do not receive acknowledgement from TP Human Capital of the transfer/substitution notification, please follow up with your contact person.

In most cases, participants are able to be substituted before course commencement.

Refunds

Will be paid:

- ▶ If written cancellation is received, giving 5 or more working days' notice, you will receive a 75% refund (25% is withheld to cover administration and courseware costs)
- ▶ If the course you are enrolled in is cancelled due to insufficient bookings or conditions beyond TP Human Capital's control, you will receive a full refund or transfer of funds to a future course - TP Human Capital does not accept liability for travel and/or accommodation costs that may have been incurred
- ▶ If you have commenced a course but can't complete the training for some reason, TP Human Capital reserves the right to determine whether a credit towards future training is applicable (credit transfers must be completed within 6 months from the non-completion date)

Refunds

Will not be paid:

- ▶ If you cancel or transfer within a 4 day period immediately prior to training
- ▶ If you do not arrive for training
- ▶ If your behaviour is disruptive to other people in the training program and you are asked to leave

Access and Equity

TP Human Capital is committed to meeting the needs of individuals and the community as a whole through the integration of access and equity guidelines including the fair allocation of resources and the right to equality of opportunity without discrimination.

Mobile Phones

- ▶ Mobiles phones must be turned off during training sessions but can be used for inbound and outbound calls during breaks
- ▶ Attendees expecting an emergency call can alert their facilitator and reception staff to make sure it gets through

General - Participants

- ▶ Are responsible for their personal property whilst at our learning centre.
- ▶ Are requested to arrive at least 15 minutes before the start of the training programme and to comply with WH&S and evacuation requirements (including signing in/signing out and wearing identification tags)
- ▶ Appropriate clothing and footwear is to be worn whilst attending training sessions, e.g. smart casual to office attire (no thongs or slip slops please)

General – TP Human Capital

- ▶ All training materials are the property of TP Human Capital unless otherwise specified
- ▶ From time to time, facilitator(s), course content, times, dates and/or fees are liable to change. We will strive to advise participants of the change(s) prior to course commencement wherever possible
- ▶ The views and opinions expressed by facilitator(s) may not always be in accordance with TP Human Capital's requirements and policies.
- ▶ Your privacy is taken seriously. Our Privacy Policy can be found at www.tphumancapital.com.au, or, you can speak to our Privacy Coordinator by calling (07) 4772 3800