

## 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](http://www.tphumancapital.com.au), or, you can speak to our Privacy Coordinator by calling (07) 4772 3800