



CANCELLATION AND PAYMENT TERMS AND CONDITIONS

Thank You for booking your training with STP. STP has a cancellation policy that clients are required to agree to when booking the training. Confirmation of this booking with provision of a purchase order number or payment will be considered as acceptance of this Cancellation and Payment Terms and Conditions and forms part of the Agreement between the Client and STP.

LATE ARRIVALS

- Failure to arrive on time to the course, the participant(s) may be turned away and no refund will be given.

CANCELLATION

- Cancellation fee for services cancelled within 3-7 working days of a quoted and booked service would attract a 25% fee of the total service cost.
- Cancellation fee for services cancelled within 3 working days of a quoted and booked service would attract a 50% fee of the total service cost.
- Cancellation fee for services cancelled within 24 hours or on the day of service will attract a full 100% fee of the total service cost for the day. **Non-attendance will incur full course cost.**
- If clients wish to transfer to another course, then greater than 3 days notice is to be given.
- If courses are cancelled or rescheduled for a quoted and booked service any additional financial loss to STP for travel expenses including air travel and accommodation will be recovered and charged to the client.

PAYMENT

- Individuals booking courses are required to have payment received in full prior to course commencement to secure their position on their nominated course. If full payment is not received prior to course commencement the client will not commence the course. No course fees over \$1500 are taken in advance.
- Employers booking participants on courses are required to issue a Company Purchase Order to secure their positions.
- If a client commences a course, but does not complete the course, the full course fee is still payable. Where circumstances warrant, an agreement may be made with the Managing Director of STP for a reduced fee to be paid
- If confirmed courses are cancelled or rescheduled any additional financial loss incurred to STP for air travel and accommodation will be recovered and charged to the client.
- Payment of STP's invoice (inclusive of applicable fees, charges and GST) shall be strictly 30 days from date of invoice. If the client invoice is not settled within 60 days the invoice is deemed to be in default. Default invoices will be placed for Debt Collection by STP to our nominated Debt Collection Agency and the Client shall be liable for not only the account in question but also disbursements made, costs or fees incurred and commission including GST at the rate otherwise payable by the client.
- Cash, Cheque, Electronic Transfer and all major credit cards (except American Express and Diners Club) are all acceptable methods of payment. Returned cheques will incur a charge of \$35.00 to cover banking fees and administrative costs. In the instance of a second returned cheque, we reserve the right to terminate and, if agreed to, we shall insist on future cash transactions only. Consequently, all bookings and agreements entered into will cease with immediate effect until such time as any and all outstanding monies are recovered in full.

REFUNDS

- Refunds must be requested in writing using the "Refunds Request Form" and submitted to the Managing Director of STP.
- The Managing Director of Safety Training Professionals will process refund requests within 1 week from the day of receipt.
- To allow prompt settlement of refund requests, all advanced payments will be held in a nominated bank account by STP until the course start date.
- All requests for refund will be processed on an individual basis, taking into account impact on follow on units/modules if applicable.

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