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# Cancellations, Refund and Fees Policy



Service » Integrity » Fairness

Nationally Accredited Training Programs

## Cancellations, Refund and Fees Policy

HRW Training provides a service and consultation prior to face to face training is delivered / conducted. To create a course a considerable amount of time is taken prior to ensure all course materials, equipment, onsite compliance and administration (emailing / invoicing) to provide a professional service. Collation of client information (for admin purposes), printing, emailing, registrations, machinery organising and venue hire (if applicable) all commences 5 days or more from your course booking.

### Fees Policy

Under the legislation, fees of more than \$1500 per person cannot be collected prior to the course commencing. The remainder or outstanding amount of fees payable are to be paid at a time throughout the course.

### Refund

Course fees are non-refundable if cancellation occurs within a five (5) day timeframe as work has commenced on delivering the course. If outside of the five (5) day timeframe and training is conducted further than 200km from Townsville Qld and travel costs and accommodation has been made, (proof of receipt is provided) course fee is non-refundable. Consideration is taken in account of travel time arriving and departure travel time and other expenses mentioned above. In all discrepancies, the client must request in writing for reimbursement within 7 days of course commencement.

Outside of five 5 days full refunds are provided outside of these times where training is conducted in Townsville, Qld. The client will be required to provide in writing (within 7 days of course commencement) the reasons for reimbursement and will be reviewed on a case by case basis. If costs have been incurred these will be deducted from fees paid. All acceptable refunds are reimbursed after 7 working days.

If a client fails to show or leaves the course, refunds will not be provided. Exceptional circumstances will be considered and taken into account such as Acts of God, i.e. flooding or cyclone etc. This will also be on a case by case basis and all complaints and appeals must be provided in writing with 7 days of the course commencement.

Please notify HRW Training via email [tony@hrwtraining.com.au](mailto:tony@hrwtraining.com.au) so that we can resolve any concerns.

### HRW Training Guarantee

HRW Training guarantees course completion and as mentioned above, consideration is taken when external events take place before a course is to commence. Events such as an Act of God, (cyclones, flooding, fire etc) or flights cancellation, trainer unavailable due to medical condition or otherwise, training will be postponed to a later date that is convenient to both parties. Therefore, any factor that is beyond our control that eternal event/s disrupt training, HRW Training will provide a course credit to commence a new course for a new date and time. Thank you for your understanding.

### Reassessments

In regards to Not Yet Competent results after conducting an assessment, a reassessment fee of \$200 is payable excluding venue and machinery hire (if any) travel costs and accommodation (if required).

This is to cover the cost of the assessor's time in notifications to WHSQ for the new assessment, paperwork creation and the time allocated in the new assessment.