

Wilcom Training - Terms and Conditions

1. Payment

- a. A position at the training event can be secured by the payment of a deposit of \$100 per training day. (for example if the training event is a two day course then the minimum deposit payable would be \$200 to secure the position).
- b. Full payment for the training event must be received 7 days prior to the commencement of the event.
- c. If full payment is not received then the trainee's position at the event is not secured, even if a deposit has been paid.

2. Cancellation

- a. A trainee may cancel their attendance up to 15 days prior to the commencement of a training event, without penalty.
- b. Cancellations made by a trainee with less than 15 days' notice may incur a cancellation fee equal to 50% of the cost of the training event.
- c. Cancellations made by a trainee with less than 10 days' notice may incur a cancellation fee equal to 75% of the cost of the training event.
- d. If a trainee fails to attend a training event (a "no show"), then fees paid will be forfeited.
- e. Cancellation fees may be deducted from any deposit paid by the trainee.
- f. Wilcom may cancel a training event without notice as a result of force majeure.
- g. Wilcom may otherwise cancel an event with at least 15 days' notice if there are insufficient registrations received for the training event.

3. Transfers

- a. A trainee may request a transfer to another scheduled training event with at least 15 days' notice to Wilcom.
- b. If the required notice is provided then a trainee may transfer a paid deposit to another training event.
- c. Requests for transfer made by the trainee with less than 15 days' notice may incur an administration fee equal to 25% of the cost of the training event.
- d. If Wilcom cancels a course then a student may request a transfer to an alternative training event without any penalty.

4. Refunds

- a. If Wilcom cancels a training event then 100% of the fees or deposits paid by the trainee shall be refunded, unless trainee requests payment to be transferred to another scheduled training event.

5. Copyright

- a. Wilcom is the owner of copyright in any training materials provided to the trainee. Training materials must not be copied, adapted, amended, published or made available to third parties without the permission of Wilcom.