



PEAK Training Terms & Conditions of Enrolment and Refund Policy

Professional Development - Short Courses and Webinars

REFUND POLICY

Face to Face and Webinars:

- If a course is cancelled, we will advise you as soon as possible and offer you options but, if options offered do not meet your need, then enrolled participants will be entitled to a full refund of the fees with no administrative charges or penalties.
- If a participant **provides at least 48 hours' notice of withdrawal** prior to the session commencing; a refund of the fees will be made, less 25% non-refundable administration fee.
- If a participant **Cancels with less than 48 hours' notice or does not attend a course; they will not be eligible to a refund.**

CONDITIONS OF ENROLMENT

For Face to Face sessions:

- 24 hours' notice prior to the session commencing is required to nominate a person other than the name that appears in the original registration. This is to be done in writing (email accepted)
- Certificates of Attendance will be issued ONLY to the person/s who attended and signed in to the session.

For webinar sessions:

- Notice in writing is required to substitute an attendee whose name appears in the original registration (When payment was made).
- Changes to names will only be accepted prior to the webinar session commencing.
- Certificates of Attendance will only be issued to the attendees of whom PEAK Training has prior knowledge and of whom records of participation (logging in) exist.
WE DO NOT AMEND NAMES ON CERTIFICATES AFTER THEY HAVE BEEN EMAILED TO PARTICIPANTS.

All our prices are in Australian dollars (AUD) and GST free.

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