

Terms & Conditions

Refund Policy and Terms & Conditions of Enrolment

REFUND POLICY

Face to face sessions and webinars:

- If a course is cancelled, we will advise enrolled participants as soon as possible and offer options. If options offered do not meet your requirements you are entitled to a credit or full refund of fees paid. No administrative charges or penalties will apply.
- If an enrolled participant provides at least 24 hours' notice of cancellation prior to the session commencing a credit or refund of fees paid (less 25% non-refundable administration fee) may apply.
- If an enrolled participant cancels with less than 24 hours' notice or does not login or attend a course; they will not be eligible to a credit or refund.

TERMS & 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 on the original order or enrolment. This is to be done in writing (email accepted).
- Certificates of Attendance will be issued ONLY to the person/s who attended and signed into the session.

For webinar sessions:

- Changes to enrolled attendee names will only be accepted if informed prior to the webinar session commencing.
- Certificates of Attendance will only be issued to participants who logged into the live webinar or who PEAK Training was given prior knowledge of a name change.

IMPORTANT: 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.

To enrol, go to www.nswfdc.org.au/peak
or call PEAK Training on 02 9779 9999

NSWFDCA

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