

Terms & Conditions - Public Course Bookings



The following terms and conditions apply to public courses scheduled on the **NATA Education & Advisory Services** ('NEAS') website ('course/s'). NOTE: Client = person who made the course booking. Participant = person attending the course. These may be the same person.

COURSE TRANSFERS, CANCELLATIONS & SUBSTITUTIONS

If a client wishes to cancel or transfer a course booking, this must be completed according to the following guidelines.

- NEAS must receive written notification of the client's cancellation or transfer request, e.g. via email.
- NEAS must confirm, in writing:
 - receipt of the client's written request, and
 - agreement to cancel or transfer the course booking.
- Transfer may be made to the same type of course on a different, mutually agreeable date.
- A client may substitute the person on an existing course booking up to one (1) day prior to course commencement, by email or telephone request, at no additional cost.

TRANSFER OR CANCELLATION FEES

- Notice given by the client 0-2 working days prior to course commencement, of either a transfer or cancellation, incurs a 100% fee to the client.
- Notice given by the client 3-5 working days prior to course commencement, of either a transfer or cancellation, incurs a 25% fee to the client.
- NEAS reserves the right to waive the above fees, at their discretion, under exceptional circumstances.

An example of the notice period and applicable transfer/cancellation fee is provided below.

Thurs	Fri	Mon	Tue	Wed	Thurs	Fri	Mon	Tue	Wed
No fees		25% of course fee					100% of course fee		Course start date
		Transfer or cancellation fee applies							

RESCHEDULED COURSES

- NEAS will make every effort to deliver courses on their scheduled dates.
- When necessary, NEAS reserves the right to:
 - change scheduled course dates, and
 - cancel courses that do not meet our minimum participant number requirements.
- All efforts will be made to notify clients of course date changes or course cancellations, at least seven (7) days before the scheduled course commencement date.

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- If it is necessary for NEAS to reschedule or cancel a course, and booking confirmation has already been received by the client, the client will be contacted via email or telephone to discuss alternative training dates / options.
 - These clients will be provided with the option to:
 - book on another of the same course on a different date, or
 - receive a full refund of the paid course fee.

INVOICE PAYMENT

- Invoices must be paid in full, within 30 days of receipt or seven (7) days prior to the course commencement date, whichever is the earlier.
- If a client has booked on a course and has not paid the course fee before the due date, the client is considered a confirmed booking, and as such, is liable for payment of the course fee, even if they do not attend the course.

VIRTUAL TRAINING

- It is the client's responsibility to check that computer and internet services they will be using to access virtual training, are compatible with the minimum specification requirements that relate to the Zoom or other technology platform used by NEAS to deliver virtual courses.
- Clients should test their computer system prior to attending the virtual course using the test functionality and seek support to rectify the issue in the event the test fails, prior to the course.
- Only one person may log into a virtual training session using the individual login details provided in the NEAS online learning portal.
- Unless previously agreed, virtual training attendees must have access to their own computer to access the virtual session and to use during training activities.
- It is advantageous (but not mandatory) for participants to use at least two (2) monitors during virtual training to enable viewing and navigating between different learning activities and resources simultaneously.
- Course attendees are required to follow instructions provided in pre and post-training emails sent from NEAS relating to accessing the NEAS online learning portal, or completion of pre and post-course activities as required.
- Course attendees are required to have their camera on, and their microphone on and/or muted, as requested by their trainer, to facilitate engagement and participation during virtual training.

LATE ARRIVAL

Course registration begins at 8.30 am and courses commence at 9.00 am sharp. To avoid disruption to classes, NEAS reserves the right to not allow participants to enter a course after 10.00 am, once the course has commenced. NEAS will provide written notification to client where a participant is excluded from attending training under this clause.