



Microsoft and MYOB Computer Training Courses

TERMS AND CONDITIONS (effective 19.9.08)

Registration Requirements: All prospective delegates of Exact Business Solutions Pty Ltd (EBS) must complete a Registration Form and forward to Exact Business Solutions Pty Ltd. A Tax Invoice will be issued upon receipt of Registration Form. The booking will only be confirmed when full payment is received. Payment of training course must be received no later than 7 days prior to course commencement or 14 days in the case of an extraordinary course being arranged for a client (see **Special Course Arranged for a Company** below)

Method of Payment: Payments can be made by cash, cheque, credit card, money order or direct deposit. Credit card payments incur 1.4 % surcharge.

Discounts: Any promotional or other discounts on course fees may only be claimed at the time a booking is made.

Course prices & delivery: Prices are subject to change without notice and will be quoted including GST and confirmed at the time of booking. EBS reserves the right to change dates, content, speakers or method of presentation at its discretion.

Scheduled Courses - Delegate Cancellation, Transfer and Refund Policy:

Refund: No refunds are available.

Transfers: Transfers between courses can be arranged if notification is received at least 5 full working days prior to booked course commencement.

Credits: A training credit will only be issued in cases where a course transfer is not possible, provided the request is made at least 5 full working days prior to the commencement of the course which can no longer be attended. This credit will be valid for a period of 12 months from the date of the course, during which it may be used towards the cost of another training course. If the credit is not used within these 12 months it will expire.

Substitutions: Requests to transfer an enrolment to another person must be notified to EBS & acknowledged by EBS prior to course commencement.

Non Attendance: If a delegate fails to attend a course, without notice as above, course fees will not be refunded or allocated to another program.

EBS initiated course transfer/cancellation EBS reserves the right to postpone or re-schedule at its sole discretion due to low enrolments or unforeseen circumstances. In the event that a specific course is cancelled any delegates enrolled in that course will be transferred to the next available course and notified by EBS of the change. EBS assumes no responsibility for any expenses incurred due to course cancellations.

Special Course Arranged at Request of a Company - Cancellation, Transfer and Refund Policy:

In some circumstances special courses can be arranged at the request of a company to cater for specific needs within their workforce. Once a course has been arranged and booked for a minimum number of participants it must be understood by the client that this minimum number is required to run the course and that trainers have been committed to the course. As such the following conditions apply for courses arranged for companies outside the scheduled training calendar.

Booking/Payment: A booking constitutes commitment to the course going ahead, full payment for which must be received 14 days prior to course date.

Refund: No refunds are available.

Course Date Transfer: Once a booking has been made, transfer of course date can be arranged if notification is received at least 5 working days prior to commencement of the course. Date transfer requests within 5 days incur a 30% transfer fee to cover trainer and admin costs. No course date transfer requests will be allowed within 48 hours of course commencement.

Substitutions: Individual delegates may not transfer out of a **Special Course Arranged For a Company** to another course run by EBS, however, requests to substitute a person with another are permitted and must be notified to EBS and acknowledged by EBS prior to course commencement.

Credits: A training credit will only be issued in cases where a course transfer date is not possible, provided the request is made at least 5 full working days prior to the commencement of the course which can no longer be attended. This credit will be valid for a period of 12 months from the date of the course, during which it may be used towards the cost of another training course. If the credit is not used within these 12 months it will expire.

Non Attendance: If a delegate fails to attend a course, without notice as above, course fees will not be refunded or allocated to another program.

EBS initiated course transfer/cancellation: EBS reserves the right to postpone or re-schedule a course at its sole discretion due to low enrolments or unforeseen circumstances. In the event that a specific course is cancelled any delegates enrolled in that course will be transferred to the next available course and notified by EBS of the change. EBS assumes no responsibility for any expenses incurred due to course cancellations.

Physical Requirements: EBS attempts to provide a learning environment that is suitable for all individuals attending its courses. Any physical or other impairments (e.g. English language difficulties), should be indicated on the registration form so that EBS can assist in optimising the comfort and benefit of the delegates learning environment.

Dietary Requirements: EBS will attempt, within reason, to cater for individual dietary requirements. All requests must be advised at least 5 days prior to the training course so as to enable us to cater to specific needs.

Smoke Free Environment: EBS training facilities are smoke-free environments.

Warranties and Liability: EBS warrants that its personnel are suitably qualified and experienced to perform Training. To the extent not prohibited by law, all implied warranties are disclaimed by EBS and EBS will not be liable for any consequential, incidental, special or other indirect damages, such as lost profits, arising from this contract. EBS' entire liability and customer's exclusive remedy for breach of these terms shall be for EBS to repeat the training within a reasonable period of time or refund all fees paid by the delegate.

Privacy: EBS does not sell or rent its member and client details to other organisations. The information collected on the enrolment form is for the purposes of processing your registration, creating and maintaining delegate records, keeping you informed of upcoming events and products and assisting us in improving our service to you.

Contact for further information: If you have any immediate concerns or enquiries whatsoever regarding the course/s, or you wish to obtain additional information prior to the commencement date/s, please do not hesitate to contact Exact Business Solutions Pty Ltd on 02-8002 2299.

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