



Attain Training 24/7 Terms & Conditions

The following terms and conditions apply to all purchases that include a classroom training course, seminar, online seminar or online training.

1. Definitions:

'Business day' means a day except a Saturday, Sunday or public holiday in Brisbane Queensland.

'Course' refers to training and events provided by Attain Training 24/7. They include classroom training, seminars, workshops, online seminars and self-paced learning.

'Credit' refers to monies left on file to the credit of the client which is available as payment, or part payment, for future courses, products and services.

Credits are valid for a period of 6 months from date of issue, after which time they will expire. They are valid as payment, or part payment, for purchasing further courses, products and services.

'Refund' refers to return of monies paid in advance for a course booking.

2. Booking Payment & Confirmation:

Course prices are subject to change without notice and will be confirmed at the time of booking, prior to payment being processed. Quoted prices include GST.

Discounts on course fees may only be claimed at the time of booking, prior to payment being made. Discounts will not be offered retrospectively. Multiple discounts cannot be applied to the same transaction.

Bookings will only be confirmed upon receipt of full payment of Course fees. Confirmation of the booking will be emailed after full payment or the prior issued invoice has been received by Attain Training 24/7.

Please contact us if you have not received your booking confirmation within one business day of making payment.

3. Course Pre-requisites:

It is important that you fully satisfy any specified pre-requisites prior to undertaking the training, as time is not allocated to covering assumed knowledge during the course. All pre course work must be completed as there will not be time allocated during the course to undertake these requirements.

4. Booking Cancellations & Transfers:

The following policy applies for all booking cancellation requests received by us that involve Classroom Training, Seminars, or Online Seminars:

- ✈ 10 or more Business days' notice before the course - full Refund provided.
- ✈ 5 to 9 Business days' notice before the course - Credit is provided for full cost of the original course.
- ✈ 1 to 4 business days' notice before the course – Credit is provided for 50% of the original course cost.

No Refund or Credit is available if notice of cancellation is received on the day of the course or for non-attendance.

The following policy applies for all booking transfer requests received by us that involve Classroom Training, Seminars, or Online Seminars:

- ✈ 5 or more business days' notice before the course – transfer to an alternative course is allowed with no administration fee charged.
- ✈ 1 to 4 business days' notice before the course - 50% of the original course price will be credited towards the cost of the alternative course booking.
- ✈ No Refund or Credit is available if the transfer request is received on the day of the course or for non-attendance.

Transferring bookings from one person to another is permitted provided you have advised us prior to the commencement of the course and we have acknowledged receipt of that advice.

5. Course Cancellations by Attain Training 24/7

Attain Training 24/7 reserves the right to cancel, in its sole discretion, any particular course. In the event a specific course is cancelled, participants will be contacted by us to arrange a transfer to an alternative course date. Alternatively, a full Refund of the course cost is available upon request.

Attain Training 24/7 assumes no responsibility for non-refundable airline-tickets, accommodation, deposits, or any other expenses incurred due to course cancellations.

6. Attain Training 24/7 Training Guarantee:

The Attain Training 24/7 Training Guarantee is our commitment to you that you'll be comfortable with what you learn in our classes. If you don't feel that you've grasped the concepts and can put the training into practice, we invite you to repeat the same course within a two month period absolutely free of charge.

The Attain Training 24/7 Training Guarantee is subject to the following terms and conditions:

- ✈ Guarantee offer is only made to the original person attending an Attain Training 24/7 classroom training course and is not transferable.
- ✈ Attendees returning for a repeat sitting of a course must bring their original manual and materials for use on the day.
- ✈ Booking requests for a repeat sitting of a classroom course are to be sent to Attain Training 24/7 via email at training@attaintraining.com.au and are subject to availability.
- ✈ Guarantee offer is valid for 2 months from the date of the original classroom course, or the first available course, (whichever is the later date) after which date the guarantee for that particular course becomes null and void.
- ✈ Offer is only applicable for one repeat sitting of the same course originally attended.

7. Post Course Support

Attain Training 24/7 offers participants 30 days post course support via email. The support will only be for the specific course attended and is not transferable to another party.

8. Copyright

Attain Training 24/7 training material, including online training, self- paced or classroom training manuals, and training exercises, are protected by copyright, and cannot be used by you, or any other party, without express permission from us.

9. Privacy

Attain Training 24/7 collects, discloses and uses your personal information only to provide the products and services that you have asked for, any associated support to respond to your enquiries or feedback.

We will not share your personal information with third parties. You consent to Attain Training 24/7 collecting, using and disclosing your personal information for the purposes outlined above.

You can contact Attain Training 24/7 about your privacy by email at training@attaintraining.com.au or via post Attain Training 24/7, 53 Brisbane Road, Newtown, Queensland, Australia, 4305.