

# TERMS AND CONDITIONS

## **Pre-Requisites:**

Many courses have entry-level requirements. These may include completion of a previous course, or similar level experience. We recommend that stated pre-requisites are adhered to when booking on a course. This will enable the maximum benefit to be gained from the training.

Bay Software Consultancy Ltd cannot accept any liability for the non-success of a training session, where stated pre-requisites have not been adhered to.

## **Acceptance:**

Completion of a booking form is deemed as an acceptance of these terms and conditions.

## **Payment Terms:**

### **All pricing is exclusive of GST**

#### Non Account Holders

Where a client does not have an existing "Customer Account" with Bay Software Consultancy Ltd, all payments for course fees are to be settled prior to attendance at the relevant training session.

Payment can be made by:

Cash, Cheque, or Direct Credit

Where payment has not been made prior to the course, Bay Software Consultancy Ltd reserves the right to cancel the individual's attendance at the training session.

#### Account Holders

Where a client has a "Customer Account", a Purchase Order Number or a relevant authorisation reference MUST be provided at the time of booking. An invoice will be provided and charged against the customer account.

Invoices are due for payment – seven (7) days after date of invoice.

## **Substitutions:**

Substitutions of one trainee for another, prior to, or on the day of training will incur no penalty.

## **Postponements:**

If a postponement is made within 24 hours of the scheduled course, a \$50.00 fee will be charged.

## **Cancellations:**

If a cancellation is received more than five (5) working days before the scheduled course a full refund will apply.

Otherwise the following fees will be charged:

Cancellation notified three (3) to five (5) working days prior to the scheduled course: 20% of course fee.

Cancellation notified 24 hours to three (3) working days prior to the scheduled course: 50% of course fee.

If a cancellation is notified within 24 hours of the scheduled course: 100% of course fee.

## **No Shows**

"No Shows" on the day of training will incur a penalty of 100% of the course fee.

## **Rescheduling**

Bay Software Consultancy Ltd reserves the right to reschedule courses with less than three (3) bookings. Notice of a rescheduled course will be given at least 5 working days prior to the scheduled course.

## **Proprietary Rights**

Bay Software Consultancy Ltd retains all proprietary rights to training materials and content, where the materials are specifically comprised of content derived directly from standard Bay Software Consultancy Ltd manuals. All training materials are under copyright.

Training materials are designed to be used by a single individual for the period of the training and for personal reference upon completion of the training. Course materials are not to be on sold by the participant.