



# Cancellation Terms and Conditions

## **1. Conditions of Refund**

i. Full payment of training must be made upon registration, unless prior arrangements with LGTI or unless the client has an account. If payment is not made, your place in the course is not held.

ii. Charges are as follows:

- Cancellations/transfers 48 – 96 hours prior to start time and date of course will incur 50% of course fees
- Cancellations/transfers 0 – 48 hours prior to start time and date of course will incur 100% of course fees

These charges are subject to items 2.i & 2.ii.

iii. Any cancellation or transfer must be notified in writing by email. LGTI will respond to your request for cancellation or transfer. If you do not get a response, please call LGTI.

iv. Non-attendance without notice will result in the full course fee being charged

v. Occasionally it is necessary for courses to be cancelled, or rescheduled. LGTI will send an email to advise you of the cancellation at least five working days notice prior to the course start date

vi) If enrolling in traffic control RPL accreditation, enrolment is for a period of 6 months. There are no refunds or transfers. If you do not complete RPL within 6 months, you will be withdrawn from the course. If you still wish to continue with RPL, you will need to re-enrol and pay enrolment fees. Your course fees include 2 opportunities for your RPL kit to be reviewed/assessed by an assessor. After that, a fee of \$50 +gst is payable for each review/assessment.

## **2. Special circumstances**

i. Special Circumstances means unusual or emergency situations that are totally beyond the control of the customer. The impact of these situations would be so as to make it impossible for the customer to attend or participate in their intended course.

Special circumstances do not include:

- clients getting unexpected work on the day of training
- other operational needs of the employer organisation

ii. If non-attendance is due to illness or injury (certified by a medical practitioner) which are considered sufficiently serious as to prevent a customer from attending or participating in the course or work. Any medical certificate must cover the date of training and be provided within seven days of the training date.