

Fees and Costs Involved in Undertaking Training

Fees for public courses can be viewed on our website www.murcotts.edu.au or by telephoning 1300 555 576.

Refunds – Private Individuals

Refunds – No refunds available.

Vouchers – Murcotts' Gift Vouchers, sponsored prize Vouchers or third-party Vouchers provided by Manufacturers or as Corporate promotional prizes may be redeemed for selected Murcotts programs. Voucher will expire if the holder fails to **book** and **attend** a program before the expiry date that appears on the voucher. Vouchers cannot be refunded or redeemed for cash. Standard Gift Vouchers have a 3-year expiry whereas promotional Gift Vouchers may have a 3 or 6 month expiry dependent on the promotion.

POSTPONEMENTS & TRANSFERS

- a. At least ten (10) business days notice of postponement/transfer of bookings is required to avoid penalties.
- b. If a booking is postponed or transferred within ten (10) business days of a confirmed program date, an administration/rebooking fee of \$140 will be charged.
- c. Postponements/transfers must rebook within 6 months or a full rate payment will be applicable.
- d. If a participant cancels a booking or fails to attend, the total fee paid will be forfeited. If the participant has redeemed a Voucher for the program, the voucher will be forfeited.
- e. Replacement – if a participant is unable to attend, a replacement may attend and no penalty will apply. Please arrange the replacement with our Booking Coordinator 1300 555 576. In the case of a late replacement, the replacement participant **MUST** inform the Trainer on arrival.

Late Attendance at Courses – Participants who arrive at a course or program after the nominated starting time may not be permitted to attend the program for safety reasons as a consequence of missing vital information/briefings and/or venue safety compliance requirements. In such cases the participant will forfeit their fee or voucher.

Ill Health Cancellations – If a participant cannot attend due to special circumstances, such as illness (medical certificate required), and notifies Murcotts prior to program commencement, alternative dates will be offered without a late transfer or rebooking fee. (Medical certificate must be received within 5 business days.)

Program Cancellations by Murcotts – Under normal circumstances*, if a program or course is cancelled by Murcotts, arrangements for attending a course on an alternative date will be arranged, otherwise fees paid will be refunded. Vouchers are not refundable but may be redeemed for an alternative date or program.

**refunds not applicable to programs cancelled due to circumstances beyond Murcotts control*

Corporate & Exclusive Programs

For Corporate, Government, special group or exclusive program bookings, the Terms & Conditions for non-attendance, cancellations and transfers are contained in the Application for Corporate Client Status or your contract document.

Special Needs – Please notify us if you consider you may have language, literacy or numeracy, or physical difficulties that may inhibit your participation in training. Murcotts will make reasonable efforts to modify our delivery and assessment procedures to enable participation by all people who meet our entry criteria.

Wheelchair Access – Please inform our office if you require wheelchair accessibility when attending our Training Programs. The majority of venues used by Murcotts either currently have this in place or can arrange access if required.

Privacy – Murcotts holds personal information about its clients, customers, suppliers and staff. This information is held principally in order to enable Murcotts to provide driver training and related services to its clients, to procure goods and services from its suppliers and to manage the associated financial transactions. Murcotts also hold information to enable us to contact clients and others to inform them of services we provide, to inform them of new programs and special offers, and to maintain records. Under the National Privacy Principles you can access personal information we hold on you and you may request corrections of information which is incorrect or out of date. Full versions of Murcotts Privacy policy are available upon request in writing to info@murcotts.edu.au