

REFUNDS

No refunds are available but you may transfer your booking to another date/time for a processing fee (See Postponements and Transfers)

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. Vouchers 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)**

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 fee of \$140.00 will apply.
- C. Postponements/transfers must rebook within 3 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 Coordinators 1300 555 576. In the case of a late replacement, the replacement participant **MUST** inform the Murcott staff on arrival.
- F. 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.)
- G. If a participant is booked into a program at a discounted rate due to a special offer or promotion and later reschedules to a standard rate program date, the price difference will need to be paid.

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.

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.

Questions about this booking should be directed to our Program Coordination Team on 1300 555 576.