

FEES & REFUNDS POLICY

FEES / PAYMENT:

1. ESI Training & Consulting Pty Ltd is a Fee for Service (FFS) RTO.
2. Terms of payment are thirty days from date of invoice. Failure to adhere *may* result in the requirement of prepayment for any future attendances.
3. 'Quoted' fees, including incidentals are valid for 7 days from date of quote.
4. An invoice will be issued to the client who booked and confirmed the course. If the client subsequently chooses to invite participants from other organisations they may, however the booking client is responsible for the full payment of the ESITC invoice.
5. Fees include all course related materials.
6. A maximum of 12 participants per course is allowed for under the base cost.
7. Training is a GST exempt supply; all prices are GST exclusive unless stated otherwise.
8. In the event where your overdue account is referred to a collection agency and/or law firm, you will be liable for all costs incurred by ESI Training & Consulting Pty Ltd relating to the recovery of debts owed.
9. All pricing and training courses are subject to change without notice.

REFUNDS / SUBSTITUTIONS:

1. If you reschedule or cancel any confirmed attendance at a scheduled training course (in writing) at least ten or more business days prior to course commencement, no fee will apply.
2. Unless by agreement:
 - a. Rescheduling or cancellation of a client requested (confirmed) course:
 - i. With less than 5 days' notice will incur a fee of \$150
 - ii. With less than 48hrs or 2 business days' notice will incur the full quoted price (excludes incidental costs e.g. travel to/from, hours, etc where quoted).
 - iii. Failure to notify ESITC of rescheduling and/or cancellation will incur the full quoted price (includes incidental costs e.g. travel to/from, hours, etc).
3. Unless by agreement:
 - a. Rescheduling or cancellation of a client (confirmed) attendee:
 - i. With more than 5 days' notice, no fees will apply
 - ii. With less than 5 days' notice will incur a fee of \$100
 - iii. With less than 48hrs or 2 business days' notice will incur the full quoted price (excludes incidental costs e.g. travel to/from, hours, etc, where quoted)
 - iv. Failure to notify ESITC of rescheduling and/or cancellation and/or non-attendance, will incur the full quoted price (excludes incidental costs e.g. travel to/from, hours, etc, where quoted)