



POLYTEC TRAINING COURSES POLICY

BOOKINGS, CANCELLATIONS AND “NO SHOWS”

Effective 1 July, 2012.

Scheduled public courses held at PARTEC premises

1. **Prepayment** will secure a firm booking and your place in the course. All students should pre-pay for these courses.
2. **Cancellation** of a paid place must be given **48 hours** before the course date or a cancellation fee of \$65 may be applied.
3. **“No Show”** of a paid place student may incur a \$108 penalty.

Scheduled private courses held at PARTEC premises

(A private course is a special arrangement with our Polytec Training Consultants)

1. **Prepayment** of a deposit, and an arrangement to pay PARTEC in arrears may be made with a single corporate customer.
2. **Cancellation** of the course must be given **7 days** before the course date or a cancellation fee of up to \$432 may be applied.
3. **“No Show”** may also incur a penalty fee.

Refund Policy

Prepaid course invoices are non-refundable however your prepaid amount can be credited to your account for future use when you are ready to book again (less cancellation fee if one is incurred), unless in special circumstances. To obtain a refund under special circumstances, please place your request through our website enquiry form and we will reply to you within 7 working days.

Invoicing Policy

Invoices are sent to the email address supplied on the registration form within a few working days of registration and payment options are at the bottom of the invoice. This confirms your registration process. If you have not received an invoice within two working days, please email accounts@partec.qld.edu.au for a copy.

For other information on Polytec Courses, please visit our Frequently Asked Questions (FAQs) covering:

- How to make Group Registrations
- Accreditation Renewal Processes
- What do I bring on the day?
- Where do I go?