



## Student Booking Terms and Conditions

### **Arrival:**

Please ensure you arrive with adequate time. There is no car parking on site, you will need to find parking elsewhere. Please accommodate time for this. You will need to sign into your training session with your name. Please print this clearly as certificates are issued as per the attendance sheet.

### **Confirmation:**

Confirmation of your training session is sent out before your session. If you notice any errors in the confirmation, please let us know as soon as possible so we can amend it. Please email [info@kcskillscentre.com.au](mailto:info@kcskillscentre.com.au) or call 08 8340 6875.

### **Certificates:**

Certificates will be issued to you via email and/or to your employer. You will receive them generally within 3 business days. If you have any concerns about the whereabouts of your certificate, please email [info@kcskillscentre.com.au](mailto:info@kcskillscentre.com.au).

### **Lateness and Absence:**

We suggest that you arrive 5-10 minutes prior to the training start time to allow time to settle in. Sometimes lateness is inevitable due to unforeseen circumstances, please ensure you contact administration on 08 8340 6875 as soon as possible. If a student arrives late beyond a reasonable period of time, the trainer reserves the right to refuse the student entry to the class as it can impact the student's competency. If this happens, you can book another session at a later date.

### **Student Cancellation Policy:**

Non-attendance is not accommodated in the cancellation policy. If you do not attend your session, you will need to rebook and pay for another session. If your session time does not suit you or you need to reschedule, please give us as much time as possible to do this for you. Fees may apply for this. Please email [info@kcskillscentre.com.au](mailto:info@kcskillscentre.com.au) or call 08 8340 6875 if you have any questions.

### **Student Cancellation Fees:**

- 5 days – 0% cancellation fee
- 4 days – 20% cancellation fee
- 3 days – 30% cancellation fee
- 2 days – 50% cancellation fee
- Day before – 75% cancellation fee
- Day of the event - 100% cancellation fee

### **No refunds for:**

- Students who do not achieve competency during competency assessment
- Change of mind
- Non-attendance

### **Rescheduled Training:**

In the event of a training session requiring rescheduling due to instructor illness or unavailability, we make every effort possible to find a replacement trainer. However, if we cannot, then the session will be rescheduled to a mutually appropriate time.