

Terms and Conditions of Public Training Services

This document must be read in conjunction with Integrity Compliance Solutions Course Fee Schedule. Together they form the Rules, Terms and Conditions of Service Delivery.

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These terms and conditions supersede all previous terms and conditions issued.

INTEGRITY COMPLIANCE SOLUTIONS PTY LTD, (“ICS”) a Proprietary Limited Company registered in Queensland, Australia (registered number ABN 96 570 446 180) is a provider of training and consulting services.

Right to Vary Schedules

ICS reserves the right to vary scheduled course dates and fees however receipt of a Registration prior to any fee increase(s) will ensure the client pays only the fee amount which was published at the time of Registration.

Registrations

ICS must receive all Registration forms and/or purchase orders thirty (30) working days prior to course commencement in order to assist with course viability decisions. Full payment must be made at the time of booking by EFT or cheque. GST Tax Receipts will be issued upon receipt of payment.

Late registrations will be accepted right up to course commencement date as long as the course being booked has been deemed viable plus we have seating available.

Please consult your ICS Account Manager or email your request to info@integritycompliance.com.au to determine the status of any course at any time.

Once a Registration and/or purchase order is received, an ICS Account Manager will immediately issue a 'Registration Received' letter by email to acknowledge your registration.

The 'Registration Received' notification does not imply that the course itself is confirmed, purely that we have received and recorded your Registration.

Any alterations to the original Registration should be notified to an ICS Account Manager or info@integritycompliance.com.au as soon as possible BUT no later than fourteen (14) working days prior to course commencement.

Course Confirmation

A 'Course Confirmation' letter by email is issued to each registrant once there are sufficient participants for the course or no later than seven (7) working days prior to course commencement, whichever is the earlier.

'Course Confirmation' means that ICS are fully committed to delivering the course and have formally issued purchase orders (including non-refundable venue, travel and accommodation payments) on all associated suppliers with that course.

A 'Course Confirmation' provides joining instructions and full details of the course venue and program.

This notification will be sent to attendee(s) and the booking authority (if all contact details are supplied as part of Registration).

Cancellation and Transfer Options

ICS reserves the right to defer or cancel any course if there are insufficient bookings or conditions arising beyond our control. All practical assistance will be given to reschedule registrants to an alternative course date and/or to provide a full refund (if applicable).

If there are insufficient participants for the published course, ICS will advise of course cancellation or postponement via a 'Rescheduled Course' letter by email no later than fourteen (14) working days prior to course commencement. In the instance where ICS postpones a course, no customer invoice will be generated. ICS Administration will automatically suggest the next scheduled date for you whilst an Account Manager will discuss all possible alternative options with you.

Cancellations by the customer must be received in writing (email or hardcopy letter) to an ICS Account Manager or info@integritycompliance.com.au as early as practically possible, but no later than fourteen (14) working days prior to course commencement.

If the course has already been confirmed by ICS (refer 'Course Confirmation' above) prior to the customer cancellation advice, then the following conditions will apply:

ICS will not cancel the course based on late customer cancellations as all suppliers have been booked and paid for as at the date of 'Course Confirmation'.

Any participant who is unable to attend may send a replacement participant and must notify ICS of the change in details in writing (as above) within 3 days of the course commencement.

An invoice will be issued as normal to the registrant which is due and payable immediately. No credit notes will be issued. Where prepayment has been made no refund will be given.

If a replacement participant cannot be sent, the registrant is offered a training credit towards any future ICS course equal to the full value of the Invoice which must be taken within a three (3) months of the cancellation otherwise the credit will become null and void.

The Account Manager will assist the registrant in rescheduling their booking however ICS accepts no responsibility for notifying the registrant, the onus is on the registrant to utilise their training credit within the 3 month period.

If the course has not been confirmed by ICS (refer 'Course Confirmation' above) prior to the customer cancellation advice, then no penalties or payments will apply to the customer and no invoice will be issued for that Registration.

Invoices

Invoices are issued only once the course is confirmed and full payment has been received (course confirmation occurs approximately fourteen (14) days before course commencement date however

the actual invoice will be delivered to the client around the time of course commencement along with the GST Tax Receipt unless otherwise specified by the registrant – refer points below).

Invoices will be issued by email or hardcopy or both, whichever is the preference of the client.

Any client request for an invoice to be issued ahead of actual course registration and attendance, will be accommodated by ICS, however please note that the payment is due and payable immediately.

If a client makes a full payment against an invoice and wishes to receive an "Invoice Paid" document, please email or info@integritycompliance.com.au

Payment Terms and Methods

All prices are in Australian Dollars (AUD). Payment for public scheduled courses must be received by ICS 30 days from the course date, upon presentation of invoice unless otherwise agreed in writing with your ICS Account Manager.

Payment can be made via cheque or EFT.

Cheques should be made payable to Integrity Compliance Solutions Pty. Ltd.

Privacy

See our website (www.integritycompliance.com.au) for full details of our privacy statement.

Contact

Please call 1300 36 78 10 (in Australia) or +61 7 30 406 408 (Internationally) with your ICS enquiry.