

STANDARD TERMS AND CONDITIONS

- All courses conducted by SDS are subject to minimum numbers.
- Courses running on weekends and local public holidays may incur additional costs.
- Course availability is subject to course scheduling & attendance.
- Strict course start times apply and participants will not be permitted entry or provided a refund if they are late.
- Dress Requirements: Closed in shoes, short/long sleeve shirt, trousers or overalls.
- Participants will be provided with tea, coffee and water for all courses run at SDS, unless a catered lunch has been arranged by your employer. SDS has kitchen facilities for those who wish to bring their own lunch or alternatively there are cafes and lunch bars within close proximity.

PARKING - Limited parking available onsite. If the carpark is full please use the parking bays opposite Ball and Doggett. Please do not park at nearby offices or cafe carparks as your car may be towed away.

PRICES

Prices as published are subject to change without notice.

INTELLECTUAL PROPERTY

The intellectual property provided in SDS courses or published through our online training systems is owned by SDS or has been provided under license agreement. Access is provided to the participant strictly on the agreement that the participant will not make the content or any part thereof available to any third party for any reason whatsoever. Your registration will be deemed as acceptance of these conditions.

PRIVACY

Upon registration, SDS may collect the participant's personal information. The information provided will be used by SDS to assist in the provision of a high level of customer service. This information may also be used in the promotion of SDS services. If you do not wish to receive this information, please indicate in the box provided on the course registration form.

PAYMENT

Payment for course registration is made at the time of booking, via credit card via the online registration process, over the phone or via Purchase Order (for approved customers only).

Accurate and complete information including credit card details, legal name, date of birth, mailing address, e-mail address and telephone number are required at the time of registration.

Should incorrect information be provided including payment/credit card details or payment could not be made due to lack of available funds, additional charges may apply, including the re-imbusement to SDS of any bank dishonour fees or charges.

Enrolments must be received no later than 1 standard business day prior to course commencement. Enrolments will be considered tentative until payment has been received.

CONFIRMATION

Upon receipt of registration and full payment, a confirmation e-mail will be sent to the e-mail address provided by at the time of registration.

CANCELLATIONS, TRANSFERS AND REFUNDS

Should you find it necessary to cancel/transfer your booking please notify us as soon as possible, in writing to bookings@sdsaus.com.au as the following cancellation/transfer fees will apply:

- Course registration may be cancelled in writing up to three (3) standard business days prior to course commencement, with participants either transferring to another course or receiving a full refund.
- Course registration may be cancelled in writing up to two (2) standard business days prior to course commencement, with participants either transferring to another course or receiving a refund less 50% of the course cost.
- If no cancellation notice is received OR cancellation is made with less than one (1) standard business days' notice, no refund will be issued.
- No refunds will be made after the commencement of the course unless the participant can provide a medical certificate or show extreme personal hardship. In this case, transfer to another date may be possible at the discretion of SDS management.
- SDS reserves the right to cancel or postpone a course to an alternative date at short notice. All registered participants affected by such changes will receive a full refund or be offered the opportunity to transfer to the next available course program.
- If the participant arrives late (more than 15 minutes after the designated start time) entry will not be permitted and no refund will be issued.
- If you do not successfully complete the course and/or are deemed not yet competent on your assessment/s, a refund will not be issued, and you will be required to re-sit the course and pay all applicable course fees again.
- Note: A maximum of 2 transfers will be allowed for each registration, after which the full course fee will be non-refundable.

NON-ATTENDANCE

Should a participant not attend the course, fees will be non-refundable and a transfer to another course will not apply.

COURSE CANCELLATIONS

SDS reserves the right to cancel/postpone any course it deems necessary due to insufficient registrations or conditions beyond its control at short notice. Notification will be made to the client as early as practical and in the event of cancellation, will include a full refund.

Refunds will be issued within 7 days of the cancellation.

SDS will not be responsible for any other costs incurred by the client due to such cancellation.

USI

All participants require a Unique Student Identifier (USI) before a Certificate can be issued. To prevent delays, please ensure all students have their USI prior to attending any training. USIs can be created by going to www.usi.gov.au.