

REFUND POLICY



1. This contract becomes binding upon payment of tuition fees or return to us of a completed registration form.
2. This agreement and the rights and obligations of the parties hereunder shall be governed and construed in accordance with the laws of the State of Queensland.
3. All notices must be in writing.
4. Cancellation before Commencement:
 - 1) More than 7 Days Notice - Full Refund
 - 2) Less than 7 Days Notice but not less than 48 Hours Notice - 50% Refund
 - 3) Less than 48 Hours Notice but more than 24 Hours Notice - 25 % Refund
 - 4) 24 Hours or Less Notice - No Refund will be provided
5. Cancellation after Commencement: After the start of the course a refund of the balance of unused fees may be considered for serious medical reasons only and will be at the sole and unfettered discretion of the course provider. (A Medical certificate is required).
6. One-on-One Professional Business Training has the right to cancel any course for any reason at any time. If One-on-One Professional Business Training cancels any course our Courses Never Cancelled Guarantee Applies. Fees will not be refunded for any reason other than the above.
7. The customer and attendee agree that the course provider will not be responsible whatsoever for any damage, loss or claim against or suffered as a consequence of any matter or thing including negligence of the course provider.
8. The customer and attendee agree that they will be jointly and severally liable for any property damaged as a consequence of the attendee's attendance of a course.
9. All training courses must be paid in **FULL except where an existing Credit Facility has been established with One-on-One Professional Business Training**. Purchase Orders with Credit Card Details will only be accepted as having been fully paid if Credit Card Details are included on the Purchase Orders and the Merchant Facility has processed them as valid. We accept the following credit cards – Visa, Mastercard and American Express.
10. One-on-One Professional Business Training will accept purchase orders from businesses with an ABN however they must complete a Credit Application Form prior to registration and received approval for a Credit Facility. One-on-One Professional Business Training's credit terms are strictly 30 days from date of invoice. Businesses that do not settle outstanding accounts by the due date will be billed at a rate of 6%.
11. By completing the registration form and declaration below you accept the conditions of registration and the customer and attendee accept that these conditions supersede any conditions noted on any purchase order provided.

Courses Never Cancelled Guaranteed

1. If your course is cancelled after you have registered and paid for your course in full then we will refund your course fees in full and then you can do the course for FREE plus we will give you another Course of the same length absolutely FREE. *

* Conditions Apply

The Courses Never Cancelled Guarantee only applies to those people and organisations have paid for their courses in Full prior to the start of the course. This guarantee is not available to businesses using the One-on-One Professional Business Training Credit Facility.

* Car Clean Service

One-on-One Personal Car Cleaning offers a car cleaning service for One-on-One Professional Business Training. This service is undertaken at our One-on-One Cranbrook Car Wash Site. By booking this service you acknowledge and provide permission for our Car Detailers to drive your vehicle to the site and return once the clean has been finished.

RTO QLD PTY LTD
PO Box 2297
Townsville Q 4810

Telephone – 1800 660000
Telephone – 07 4728 5582
Fax – 07 4728 5905
ABN – 86 124 003 818

DECLARATION

- I acknowledge that I have read the above conditions and agree to be bound by them.
- I acknowledge that my place is not secured until full payment is received and a place is available.

Attendee Name: _____

Attendee Signature: _____

Customer Signature: _____

Customer Name: _____