

TERMS AND CONDITIONS

Full payment is required prior to undertaking the training. An invoice will be issued once your registration is received, and we kindly request payment as soon as possible.

TRAINING/COURSE REFUNDS AND CANCELLATIONS

- A. A full refund may only be considered where a course booking is cancelled more than 14 days before the course date unless the Course Attendee is unable to travel due to COVID-19 (C-19) travel restrictions (please see clause 1c) below). After such time, a portion of the course fees may be retained using a sliding scale as follows:

Period of Notice	Cancellation Fee
>14 days	Full refund except where a non-refundable deposit applies
7-14 days	50% of the course fees
<7 days	100% of the course fees

- B. In any circumstance where a non-refundable deposit was requested for the course booking, this deposit is forfeited upon cancellation of the booking.
- C. If the Course Attendee is unable to travel due to COVID-19 restrictions as declared by local state or territory Government, the course fees will be refunded in full.
- D. All Course Attendees are responsible for all COVID-19 authorisations to travel to and from the A3C training venue. Please view the information here <https://www.covid-19.sa.gov.au/> and ensure that the cross-border travel registration form is completed at least 7 days prior to travel.
- E. The period of notice for the cancellation will take effect from the date and time that Retrospect Labs receives your request in writing. The preferred email address for cancellations is: info@retrospectlabs.com.
- F. Retrospect Labs may cancel the course booking at any time at its sole discretion without recourse by the course attendee. If Retrospect Labs cancels the booking, the training course fee will be fully refunded unless the cancellation is due to a breach of these Terms and Conditions by the Course Attendee.