

# SHORT COURSES FEES, CHARGES AND REFUND POLICY

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Please read on for our terms and conditions carefully before you make a booking.

Apex Human Resources Pty Ltd. (ACN 101 665 856) trading as Apex HR (ABN: 30 101 665 856) means the company who provides the training courses to its clients (Apex HR).

The Client, the Trainee or the Student means the person who attended the training course including the company by whom the client or the trainee is employed by (the Client).

The trainer or the consultant means the person who teaches, trains, lectures or consults the training courses provided by Apex HR, including the company whom the trainer or the consultant is employed by (the Trainer).

## 1. Fees

Fees must be paid before the commencement of the Course. All fees shown are per person. Apex HR will not allow you to attend the Course where payment has not been made before the commencement of the Course.

## 2. Payment options

- o **Online (Credit Card)** – Using our secure internet payment gateway
- o **Invoice** – Invoices may be charged to you or your organisation.
- o **Electronic Funds Transfer (EFT)** – By transferring funds directly to the following bank account:  
 Bank Name: Westpac  
 Account Name: Apex Human Resources Pty Ltd  
 BSB Number: 033341  
 Account Number: 344048

## 3. Payment Receipts and Booking Confirmation

Apex HR will send you a payment receipt via email after the payment has been successfully processed. A booking confirmation will be sent to you via email once the course booking request and payment has been successfully processed.

## 4. Refunds

If the Client wishes to cancel a training course, the Client must notify Apex HR in writing using the Apex HR Refund Application form obtained on the Apex HR website under Student Information and Documentation. Refunds will be processed as following:

- o Full refund of the course fees received minus \$50.00 where a written booking cancellation request is received minimum 2 business days prior to course commencement date.
- o No refund will be provided where a cancellation request is received after 2 business days prior to course commencement date.
- o Refund and/or transfer will not be provided for any participant who fails to attend the course.
- o No refunds will be provided for any credit surcharge or merchant fees paid by the student.
- o Refunds will be processed within 10 working days from the date when written cancellation request is received.

## 5. Course reschedules and changes

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If the Client wishes to reschedule a training course, the Client must notify Apex HR in writing. Rescheduling is subjected to the following conditions:

- Apex HR has other schedules available for the same course.
- Apex HR has places available on the requested course date.

Apex HR reserves the right, if necessary, to make alterations or changes to a previously confirmed training course date for a variety of reasons including but not exclusively, such as illness of the Trainer. In the event whereby it is necessary for Apex HR to re-schedule the course(s) to another date(s) then Apex HR shall inform the Client as soon as practicable regarding the new date(s). The Client has a right to apply for a full refund only when the re-scheduling of the course(s) has been made more than once by Apex HR. Apex HR will have no other liability due to changes to the training course date other than those set out in this condition and no other claim for compensation or expenses will be considered.

**6. Australian Good and Services Tax (GST)**

GST is applicable on all Short Courses (Non-Accredited Courses) offered by Apex HR.

**Related Documents:**

Refund Application Form  
Participant Handbook  
Enrolment Form

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