



ControlMaster® Product Training Booking Terms & Conditions

The terms "we", "our" and "us" "RCT" and "ControlMaster®" refer to Remote Control Technologies Pty Ltd, ABN 19 009 343 195. The terms "you" and "your" refer to the person or organisation making a booking for ControlMaster® Product training. All ControlMaster® Product Training course bookings are subject to the following terms and conditions unless otherwise agreed in writing. By making a booking, you are agreeing to these terms and conditions.

Bookings

No booking is confirmed until either a purchase order (in the case of those Customers who have a valid trading account with RCT) or payment in full (in all other cases) has been received and acknowledged by RCT.

A course may be cancelled by RCT after your booking has been confirmed. You should not commit to additional costs (such as travel or accommodation) until you have received explicit advice from RCT that the course will proceed. We will provide such advice as early as possible, but in any case no later than five business days before the course is due to begin.

It is your responsibility to ensure that courses you book meet your needs. If you are unsure, please contact RCT Product Training Division well in advance to assist you.

It is your responsibility to ensure that persons attending a ControlMaster® Product training course meet any prerequisites for that course. If you are unsure, please contact RCT Product Training Division well in advance to assist you.

We reserve the right to refuse any booking at our absolute discretion.

Payment terms

For Account Customers our terms are 30 days net from date of invoice. Fees may be payable if you cancel a booking less than ten days before the scheduled start date. In such cases we will invoice you.

In all other cases payment is due at time of booking via credit card or PayPal

Changes

We reserve the right to reschedule, and/or change the location, content or course materials of any course at any time. We will use our best efforts to advise you of any such changes in good time.

Minimum and maximum student numbers

We require a minimum of four booked students in order to run a course at all nominated locations.

We permit a maximum of 10 students in any ControlMaster® Product training course to allow sufficient time to complete the course modules and assessments.

Cancellations

- If We Cancel a Course

If we cancel an entire course, for any reason, a full refund will be made within fourteen days after the intended scheduled course date.

If we cancel part of a course, for any reason, a pro-rata refund will be made within fourteen days after the intended scheduled course date.

- If You Cancel a Booking

If you cancel your booking more than ten business days before the scheduled course start, no fees are payable and a full refund of any monies you may already have paid will be made within fourteen days after the intended scheduled course date.

If you cancel a booking ten or fewer business days before the scheduled course start, we will charge you 25% of the course fee.

If you cancel a booking five or fewer business days before the scheduled course start, we will charge you 50% of the course fee.

If you cancel a booking less than two business days before the scheduled course start, no refund will be made, and you remain liable for the full course fee.

You are welcome to make substitutes. If the course has prerequisites, any substitutes should meet those prerequisites.

Refunds

We will advise you as soon as practicable (generally within five working days after the last scheduled day of a course) of the amount of refund due, if any.

We will pay any refund within fourteen days after the intended scheduled course date.

Under no circumstances will we refund or make good any expenses other than monies actually paid to us in respect of a booking.

No refund is payable if a person fails to attend the course, or leaves partway through a course. You remain liable for the remainder of any fees in respect of such cases.