

## **CUSTOMER CANCELLATIONS.** (Must be submitted to HYDAC Training Centre in writing).

### **For classroom training at HYDAC Training Centre Melbourne, or other HYDAC office:**

- Cancellations received in writing 14 or more business days prior to class will not be charged the training fee.
- With consultation we are able to apply 100% of your course fee payment toward a future HYDAC training course within one year of the cancellation date.
- Cancellations up to 14 business days prior to class are subject to payment for the full amount without any transferable training credit.
- Participant substitutions may be made at any time prior to a course start date. Must be a written request.
- No-shows at the start or anytime during a course are subject to payment for the full amount. Non refundable.

### **On-site training - Australia and New Zealand:**

- Cancellations received in writing 14 days or more business days prior to class will not be charged the training fee.
- With consultation we are able to apply 100% of your course fee payment toward a future HYDAC training course within one year of the cancellation date.
- Any pre-booked flights, car hire, accommodation, etc where pre-paid or non-refundable, will be charged at full invoiced amount.
- Cancellations up to 14 business days prior to class are subject to payment for the full amount plus any out of pocket expenses incurred without any transferable credit.
- No-shows at the start or anytime during a course are subject to payment for the full amount plus any other out of pocket expenses incurred. Non refundable.
- Participant substitutions may be made at any time prior to a course start date. Must be a written request.

## **CANCELLATION OR CHANGE OF COURSE BY HYDAC**

### **For classroom training at HYDAC Training Centre Melbourne, or other HYDAC office:**

- HYDAC Training Centre reserves the right to cancel or change a class or course at any time, for reasons including but not limited to, lack of participation, classroom, equipment, trainer unavailability or class overbooking.
- Where practicable and with the best of intentions, HYDAC Training Centre will attempt to contact all attendees as soon as possible before the class of any unforeseen change or cancellation either by website posting, electronic communication or by phone or a combination there of.
- Participants will not be charged for the course and where payment has been pre-paid, students will receive a choice of full refund, transfer into the next available exact same course or issued a HYDAC Training voucher equal to the value of the original course.
- HYDAC Training vouchers are valid for redemption for 12 months after the date of the original course cancellation and are transferable.
- HYDAC International is not liable for any direct, or indirect, consequential or special damages that may be incurred due to a cancellation of a scheduled class, including, but not limited to, cancellation penalties for transportation or accommodations.

### **On-site training - Australia and New Zealand:**

- HYDAC Training Centre reserves the right to cancel or change a class or course at any time, for reasons including but not limited to, lack of participation, classroom, equipment, trainer unavailability or class overbooking.
- Where practicable and with the best of intentions, HYDAC Training Centre will attempt to contact all affected students as soon as possible before the class of any unforeseen change or cancellation either by website posting, electronic communication or by phone or a combination there of.
- Participants will not be charged for the course or any other out of pocket costs.
- Where payment has been pre-paid, students or their employers will receive a choice of full refund, transfer into the next available exact same course or issued a HYDAC Training voucher equal to the cost of the original course.
- HYDAC Training vouchers are valid for redemption for 12 months after the date of the original course cancellation and are transferable.
- HYDAC International is not liable for any direct, or indirect, consequential or special damages that may be incurred due to a cancellation of a scheduled class, including, but not limited to, cancellation penalties for transportation or accommodations that may have been pre-paid by the student or students employer.