

# Rescheduling, Refund & Cancellation Policy



Head Office  
80 Belgravia  
St  
Belmont,  
6104, WA

TR-0427 – Rescheduling, Refund & Cancellation Policy

# Rescheduling, Refund & Cancellation Policy

## 1. Scope

- 1.1. This policy applies to all Graviteq training bookings made:
  - 1.1.1. Online through: [www.graviteq.com.au](http://www.graviteq.com.au)
  - 1.1.2. Paid via an invoice
  - 1.1.3. Paid with a purchase order
  - 1.1.4. Paid in person using a facility payment terminal

## 2. Graviteq initiated changes to agreed services

- 2.1. Where there are any changes to the agreed training and assessment services, Graviteq will advise the Candidate as soon as practicable. Candidates may request rescheduling or refund for Graviteq initiated changes to agreed services.

## 3. Amendments to Course Bookings

- 3.1. All booking amendment requests must be written and emailed to: [bookings@graviteq.com.au](mailto:bookings@graviteq.com.au)
- 3.2. Should rescheduling or name change (by the candidate) be requested more than 7 days of course commencement, the following should apply:
  - 3.2.1. All rescheduling or/ name change requests are valid for a one time use only
  - 3.2.2. Graviteq will reschedule or change the name of the booking without delay
- 3.3. Should cancellation be requested more than 7 days of course commencement, the following shall apply:
  - 3.3.1. A booking fee of 3% of the full course cost will be forfeited. Graviteq will make a refund of any remaining course fees within 2 weeks of receipt of written cancellation request.
- 3.4. Should cancellation or rescheduling be requested 7 days or less of course commencement a following option shall apply:
  - 3.4.1. Attend the course as originally planned.  
or/
  - 3.4.2. A suitable replacement is found (by the Candidate) to replace the Candidates vacant position, then a 'change of name' can be made to the original booking at no cost.  
or/
  - 3.4.3. Graviteq will re-advertise the vacant position and should it fill before course commencement, Graviteq will offer a full refund minus \$100 re-advertising fee.  
or/
  - 3.4.4. Forfeiture of the full course cost.

## 4. Candidate initiated withdrawal or non-attendance in a course

- 4.1. Under Australian Consumer Law Graviteq is under no legal obligation to negotiate or re-negotiate course fees.
- 4.2. If a Candidate chooses to withdraw, does not attend any scheduled course dates, or fails to reach the 30 hours minimum training required before assessment during the scheduled dates, there will be forfeiture of the full course fee.
- 4.3. Section 4.2 shall apply to the following:
  - 4.3.1. Non-attendance due to medical issues as defined in *IRATA FM-014 – Candidate Disclaimer & Liability Release Waiver*
  - 4.3.2. Non-attendance due to underestimating the physical nature of the course
  - 4.3.3. Non-attendance due to scheduling conflict
  - 4.3.4. Non-attendance due to extenuating circumstances
  - 4.3.5. Non-attendance for any other reason not listed above.

## 5. Payment Plans

- 5.1. Bookings made via payment plans are bound to this document in its entirety.
- 5.2. In addition, payment plans with three (3) dishonored charges will be referred to a debt collection service for debt recovery of the full course fee plus any outstanding charges including the debt recovery process.

## 6. CSQ Funding

- 6.1. Bookings made with the intention to apply for CSQ funding are bound to this document in its entirety.
- 6.2. In addition, whilst Graviteq conducts due diligence to ensure funding is approved. Graviteq cannot guarantee that the funding application will be approved. Final funding approval is subject to CSQ eligibility terms and conditions.
- 6.3. Once receipt of funding approval has been received by Graviteq, only then can reimbursement for training costs be issued.

## 7. Equipment and product sales

- 7.1. No refund shall be given to equipment or products that have left the store of purchase.
- 7.2. Manufacturing defects shall be addressed as follows:
  - 7.2.1. A detailed description of the items defect, use of item, the products name shall be written and emailed to: [bookings@graviteq.com.au](mailto:bookings@graviteq.com.au)
  - 7.2.2. The result will be determined, and guidance given by the manufacturer.
  - 7.2.3. Manufacturers guarantee will be void if the product has undergone: normal wear and tear, oxidation, modifications or alterations, incorrect storage, poor maintenance, negligence, uses for which this product is not designed.
- 7.3. Postage will be sent via 'standard shipping'. Graviteq shall not be held accountable for loss or damage of and contents once it has left the warehouse.