

# Training Course Professionals

On-Site Training

## HOSPITALITY PRE-COURSE INFORMATION (NSW)

### Time To Arrive:

- You must arrive 15 minutes before the scheduled start time for registration and ID check.
- All courses close for entry 10 minutes after the scheduled start time. If you are more than 10 minutes late you will not be admitted and a rescheduling fee of 50% of the course fee applies to book another course.
- Breaks provided.

### What To Bring:

- Photo ID (eg. Passport, Drivers Licence or RTA Photo Card) are required for entry.
- Pen

### What To Wear:

- Comfortable clothing.
- Closed shoes are required for Bar, Cocktail & Coffee Skills courses. (You will not be admitted with open footwear of any kind).

### English Language

Participants undertaking any course with Training Course Professionals need to have a clear understanding of both written and spoken English. To assist, interpreters are permitted during the course at the students own cost, however, they are not to assist during any assessment. The assessment must be completed in English.

### Booking Conditions:

- If you cancel within 7 business days of the course start date, the total course fee is non-refundable.
- If you cancel outside 7 business days of the course start date, 20% of the total course fee will be charged.
- Rescheduling inside 7 business days of the course start date entails a 50% surcharge of the total course fee.
- Rescheduling outside 7 business days of the course start date entails a 10% surcharge of the total course fee.
- Payment must be received a minimum of 10 business days prior to the course start date and the on-site booking will not be confirmed until this payment is received.
- If travel and/or accommodation expenses are incurred, these will be charged in addition to the course fee.
- Prices are set according to group numbers, i.e. 1 - 10. Should additional participants attend the scheduled on-site training course, TCP will invoice you for each additional participant at TCP's standard individual participant rate as determined by the course.

- All cancellations and reschedules must be made in writing and will not become effective until written notification has been received.
- TCP reserves the right to make alterations to a previously confirmed training course date at short notice should an emergency occur. In such cases TCP will inform the client immediately. In the event that it is necessary for TCP to re-schedule the course(s) to another date(s) then TCP will inform the Client as soon as practical regarding the new date(s). The Client has the right to apply for a full refund only when TCP has re-scheduled the course more than once. TCP has no other liability due to changes to the training course date other than those set out in these conditions. No other claim for compensation or expenses will be considered.
- As the client, it is your responsibility to ensure facilities and equipment are suitable and in good working order
- As the client, it is your responsibility to ensure course participants are aware of the commencement time and ID requirements for courses.
- As the client, it is your responsibility to advise course participants of any study that needs to be completed prior to attending the course, and to provide participants with manuals and/or workbooks to enable them to complete the required study.

### General Refund Policy

- No postage fees will be refunded.
- If a class is cancelled by TCP at ANY time, participants have the option of rescheduling to the next available date or to receive a full refund of the course fees paid. NO further monies will be paid for ANY other expenses the participant has or may incur.
- If a refund is approved, it will be returned by the same means in which it was paid.
- If the course payment was made by a third party, the third party will be refunded.
- Refunds must be applied for in writing by completing a Refund of Course Fees Application Form.