

Training Course Professionals

HOSPITALITY PRE-COURSE INFORMATION

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 Proof of Age 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.

Training Course Professionals

Suite 5 / 3 Aberdeen St, Northbridge.

Phone: (08) 9225 5122 Fax: (08) 9225 5922

Email: perth@tcptraining.com

Train - Armadale or Midland or lines: Exit McIver Station, turn right. Walk for 1-minute through the car park to Aberdeen Street. Our office is on the right hand side of the car park.

Train - All other train lines: a. Either take a train one stop to McIver Station (on either the Armadale or Midland Line) and follow above directions, or b) Exit Perth Station follow cycle path as indicated on map or turn onto Beaufort St and then right onto Aberdeen St.

Parking: Free parking on site, otherwise there is pay parking on Aberdeen St. (opposite Nash St).

Booking Conditions:

- If you fail to attend or cancel within 24 hours of the course booked, the course fee is non-refundable. (A Doctors medical certificate is the only exception and rebooking is permitted after 2 weeks from the original course date.)
- Rescheduling on the day of the course or within 24 hours entails a 50% surcharge of the course fee.
- If you are more than 10 minutes late, do not have the correct ID, or do not wear the correct clothing as required, you will not be admitted. A rescheduling fee of 50% of the course fee applies.
- A minimum of 24 Hours notice is required to reschedule a course. A \$10 rescheduling fee applies per course.
- A minimum of 24 Hours notice is required to cancel a course. A \$20 cancellation fee applies per course.

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.

