

# Training Course Professionals

## HOSPITALITY PRECOURSE 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 (e.g. Passport, Drivers Licence or Photo Card) are required for entry.
- Black pen

### What to Wear:

Comfortable clothing.

Closed shoes are required for Bar Skills course (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 fail to attend or cancel within 24 hours of the course booked, the course fee is non-fundable. (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 or do not have the correct ID, you will not be admitted and 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.

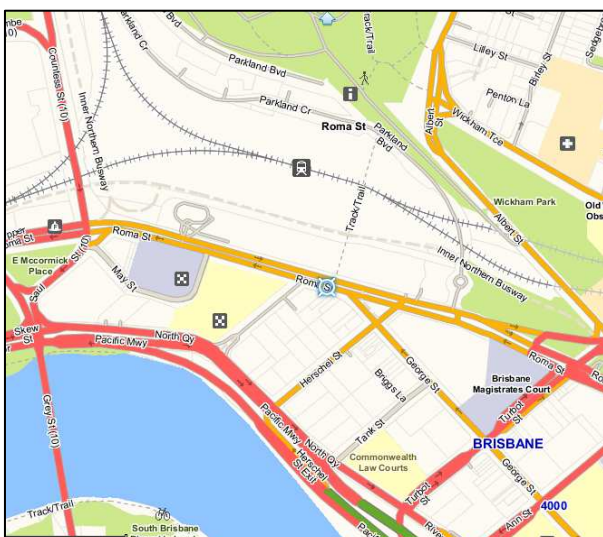
If you withdraw from your course, you will not be refunded until TCP receives back all training material supplied, i.e. manuals and workbooks, in its original condition. If you keep your books or they are no longer in their original condition, the cost of these books will be deducted from your refund fee.

If your refund is approved, it will be returned by the means in which it was paid only.

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.

No refund or exchange will be made for any goods bought from TCP unless goods are proved to be faulty.



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