

Face to Face Training Terms & Conditions

(Domestic Customers)

Course Enrolment

1. Course enrolment closes fifteen (15) business days prior to the advertised commencement date of the training course.
2. Course enrolment is complete when the participant has paid for the training course and the payment has been received by Campbell Scientific Australia (CSA) in full.

Course Materials and Attendance

1. All training content shared during training, including copyright and all other such intellectual property rights contained therein, remain the property of CSA. You may not reproduce any part of the online course materials without the prior written consent of Campbell Scientific Australia;
2. The course material will be supplied to you electronically on Day 1 of training.
3. Course materials and course content are subject to change at any time, without notice;
4. Please arrive at the CSA Offices – 411 Bayswater Road, Garbutt QLD 4814 by 8:30am, training commences 8:45am each morning and finishes typically between 3:30pm and 5:00pm each day. Finish times vary depending on the progress of course materials. Our trainer is available until 5:00pm for questions.

Course Payments, Withdrawals & Refunds, Transfers and Cancellations

1. Campbell Scientific courses comply with Australian Consumer Law in regard to refunds. We are not required to provide a refund if you change your mind about the course that you chose to enroll in.

Course Payments

1. All fees must be paid in full and received by CSA fifteen (15) clear business days prior to the commencement of the course by either:
 - a. VISA or Mastercard. Payments made by credit cards incur a 1.5% fee on total training course amount after GST.
 - b. Invoice (for credit approved clients)
 - i. **No 30 day accounts**
 - ii. The due date on the invoice will be in accordance with 1. above.
2. Failure to ensure CSA receives your payment by this date, means participants' enrolment into the training course will not be complete and the participant will not be able to participate in the training course.

Course Withdrawals and Refunds

1. Participants may withdraw from their training course for a full refund, provided they cancel their enrollment fifteen (15) business days prior to the commencement date of the training course.
2. Any withdrawals after the cut-off date will not be eligible for a refund.

Transfers

1. Participant substitutes are welcome under the following conditions:
 - a. The transfer occurs at least two (2) clear business days from the start of the training course
 - b. You notify CSA of the change in name of the participant
 - c. You notify CSA of any dietary requirements that need to be catered for, and;
 - d. The new participant is from within the same organisation and department as the enrolled participant.

Course Cancellation

1. Campbell Scientific will endeavour to facilitate all courses as scheduled, however if courses need to be cancelled due to insufficient enrolments or circumstance beyond our control we reserve the right to postpone or cancel the course.
 - a. In the event a course must be cancelled or the location of the course change, registrants will be informed fifteen (15) business days prior to the start of the course.
 - b. Registrants will be offered a place at the next scheduled course or a full refund of any payment made.
 - c. Campbell Scientific Australia will not be responsible for any travel and accommodation costs incurred from a cancelled course.

Confidentiality and Privacy Policy

1. We will make reasonable efforts to keep any such information that we have about you secure and to ensure that any of our employees or agents who have access to information about you do not make any unauthorised use, modification, reproduction or disclosure of that information. We will only disclose information that we have about you:
2. to the extent specifically required by law; or
3. for the purposes of this agreement (including disclosing information in connection with any query or claim)
4. information provided by you is considered confidential and will not be divulged to any third party, nor will it be sold.

Campbell Scientific Australia Code of Practice

CSA has responsibilities to participants to provide a quality of service. We undertake to abide by all our policies and procedures.

CSA agrees to:

1. Honour all of the Terms and Conditions set out for training.
2. Provide a tax invoice;
3. Provide unlimited tutor support throughout the hours of the training course;
4. Provide catering to the extent of morning tea, lunch and afternoon tea for the duration of your course.

Participant Obligations

Participants of CSA training courses are required to:

1. Ensure that all the information provided to CSA is accurate;
2. Notify CSA of any contact changes (email, telephone, address etc.);
3. Advise CSA of any difficulties or problems they may experience with CSA staff, procedures or training;
4. In your interaction with CSA staff, learning consultants and tutor support (including, but not limited to telephone calls, emails and face to face interactions) you agree to conduct yourself politely and respectfully at all times.
5. As a training participant of CSA, you agree that you shall not, under any circumstances, use abusive language or harass staff. Campbell Scientific Australia reserves the right to determine, at its sole discretion, what constitutes abusive language and harassment, and where that has occurred; and may, partially or completely, deny service to any infringing party.

Changes to our training policy

We review the above training policy regularly and will update it from time to time.

How to contact us

Please contact us if you have any questions about this policy:

Email: info@campbellsci.com.au

Phone: +61 (0)7 4401 7700