

# **QHA TRAINING CENTRE**

## ***‘COURSE POLICY’***

### **CANCELLATIONS**

1. Course proceeding is subject to minimum numbers.
2. Course details are subject to change.
3. Course payment must be received in full at least 10 days prior to commencement of course.
4. Participant cancellations must be made at least 7 days prior to commencement of course.
5. Participant cancellations made after 7 days will be subject to a 50% administration fee.
6. Participants who are ‘no shows’ on the day of course will be subject to a 100% administration fee.
7. Participants who cancel within the specified timeframe (refer to point 4 & 5) AND who have made payment in full can choose to:-
  - i. Retain a credit with QHA and transfer to a later course, or;
  - ii. Request a refund of monies.

### **CERTIFICATES**

1. Participant certificates **will not** be posted until course fees have been paid in full
2. Queensland Hotels Association does not keep copies of original participant certificates.
3. Participants, where possible, receive certificates within 7 to 10 days after course completion.
4. Replacement certificates incur a fee of \$20.
5. Replacement fees need to be received in full prior to certificate being replaced.
6. Notification of certificates not received by participants, up to one (1) month after course completion, will be replaced free of charge.
7. Notification of certificates not received by participants, beyond one (1) month after course completion, will incur a replacement fee (refer to point 3 & 4).

### **PRIVACY**

The Queensland Hotels Association collects personal or corporate information in the conduct of its normal business activities. Personal information will be protected, and other information will be handled, in accordance with the requirements of the Privacy Act 1988 and the National Privacy Principles.