

NATA Education Terms & Conditions

CLIENT TRANSFERS, CANCELLATIONS & SUBSTITUTIONS

If you wish to cancel or transfer a booking it must be made according to the following guidelines. Importantly, NATA Education must be in receipt of a formal notification of a cancellation or transfer request, in writing or e-mail, and be confirmed in writing by us. You may substitute any person on a course at any time prior to the course commencement by email or phone call.

PUBLIC COURSES

Notice given 0-2 working days prior to course commencement of either transfer or cancellation incurs a 100% fee to the client.

Notice given 3-5 working days prior to course commencement of transfer or cancellation incurs a 25% fee to the client. Transfer may be made to the same course on a mutually agreeable date.

Thur	Fri	Mon	Tue	Wed	Thur	Fri	Mon	Tue	Wed
No Fees				25%			100%		
Transfer or Cancellation fee applies									
Course									

YOUR PROTECTION

NATA Education reserves the right to ask any person to leave the course, without refund, if that person disrupts the smooth flow and progress of the course, if NATA Education provides written reasons to the client for acting under this clause.

INVOICE PAYMENT

Invoices must be paid in full, within 30 days of receipt of invoice, or seven (7) days prior to the course commencement date, whichever is the earlier. Failure to meet this condition does not imply that a booking has not been confirmed and does not mitigate the client's obligations to NATA Education.

RESCHEDULED COURSES

NATA Education will make every effort to deliver courses on the scheduled dates. When necessary, NATA Education reserves the right to change the course dates. If it is necessary to cancel a course and confirmation has been received, the client will be contacted to discuss alternative training dates/options. Participants will be given these options: i) booking on another course or ii) credit with full refund.

All efforts will be made to notify participants of a course cancellation at least seven (7) days before the scheduled course commencement date.

VIRTUAL TRAINING

It is the client's responsibility to check that the computer and internet services being used to access the virtual training compatible with the minimum specification requirements that relate to the Zoom platform. Clients should test the system prior to attending the virtual course using the test functionality at <https://zoom.us/test> and should the test fail to seek support to rectify the issue.

PROPRIETARY RIGHTS

NATA Education retain proprietary rights to all training materials, rights to all training needs, except to the extent that they incorporate the client's confidential or propriety information. Training materials are designed for use by a single training participant during the period of the course and for personal use after completion of the course. Any other use is prohibited without written permission of NATA Education. Course materials may not be sold, duplicated or re-used for further training

COVID-19 CHANGES/STATE LOCKDOWNS

In the event of a state lockdown NATA Education will contact clients to offer the equivalent training program in virtual format. Alternatively, clients can be transferred to the next available in person session at no extra cost.

LATE ARRIVAL

For Public Courses Delivered on NATA: Course registration begins at 8.30am. All NATA Education courses commence at 9.00am sharp. To avoid disruption to classes, NATA Education will not allow entry to a course after 9.30am once it has commenced, provided NATA Education provides written notification to client where a participant is excluded under this clause.

WARRANTY

There are no warranties expressed or implied relating to the content or result of attendance and/or completion of a NATA Education course. It is the responsibility of the organisation/individual making a course booking to ensure that the course is appropriate to the needs of the participant. Whilst every care is taken in the preparation of training

courses and materials, no warranty is given that the information or advice is relevant to the specific needs of any individual.

CONFIDENTIALITY

NATA Education will keep any confidential and proprietary information of the client disclosed to it or its representatives confidential and use if for no other purpose than in connection with the provision of services (including training materials) to the client.