

RISKNZ TRAINING COURSE TERMS & CONDITIONS AND CANCELLATION POLICY

PAYMENT

By completing and submitting a course application form (online, emailed request or in any other form that was used to make a training booking), you are agreeing to pay the invoice issued to you.

Payment must be made by the due date on the invoice even in the event the course is later cancelled.

Upon payment, you are confirming the date and training course you are wishing to attend, is correct.

CANCELLATIONS

Emailed requests received:

1. More than ten (10) business days prior to course – full refund;
2. five to 10 business days prior to course – refund at 50%;
3. fewer than five business days prior to course – no refund.

Cancellations on the day of the course are also non-refundable.

Cancellations will only be accepted in writing. We do not accept phone cancellations.

Due to circumstances out of our control, it is sometimes necessary to cancel courses at short notice. RiskNZ reserves the right to cancel courses at its sole discretion. RiskNZ will take all reasonable steps to inform you of any cancellation as soon as possible. Course bookings will be transferred to another event date.

NO SHOWS

No shows are considered to be a cancellation and will not receive a refund.

TRANSFERS

A transfer is a request to change the date of your course.

It should be made at least 10 business days prior to the course.

Please note: Transfers are subject to availability and the standard cancellation policy. One transfer only, per booked course.

You cannot transfer in less than 5 business days.