



Training Terms and Conditions

1. Registrations

Confirmation

Upon receiving your registration, a confirmation email will be sent to the email address provided. Once the confirmation email and invoice has been sent, it is taken that your registration is valid.

A reminder of your registered event will be sent to your email address at least five business days prior to the event date.

Please note: On occasion event information may change from when you originally registered, as such it is important to take note of the event details contained in the final reminder email.

Invoices and Receipts

All registrants receive a confirmation email upon registration. Tax Invoices are also generated at the time of registration and will be sent with your confirmation. Invoices will be addressed to the primary group registrant. It is the responsibility of the attendee to pass this invoice onto their accounts department for processing. If you require separate invoices for your attendees this needs to be advised at time of registration.

2. Cancellation, Transfers and Refund Policy – Events

Cancellation – Paid Event

All requests for cancellations and transfers must be received in writing. Cancellations received 14 days or less prior to event commencement will be charged the full fee.

Cancellations received 15-30 days prior to event commencement will be charged 50%, however substitutes are welcome.

Replacement registrants are welcome at any time and should be notified to training@practicalsolutionsgroup.com



Attendees who are unable to attend the course due to illness must provide proof in the form of a medical certificate. Once proof is supplied the attendee will be offered a free transfer to another course, valid for 12 months. Unless the Attendee was transferred from an earlier course

All transfers to another course will incur a 20% transfer fee (if request is received less than 30 days prior to the course). No Further Transfers are offered, 1 transfer per attendee.

Once a transfer is approved then the attendee will not be eligible to cancel and receive a refund. However, the attendee will be eligible for a credit which will be valid for 12 months from the date of the original course commencement date (If the request is received prior to course start date and the attendee has not transferred from another course). Transfers requested on the day of the course will not be approved.

‘No Show Policy’

Where events are free, we ask for at least 5 working days notice of cancellation prior to the event and not including the event day. This notice is to be sent by email to training@practicalsolutionsgroup.com.

Where events are paid, “No shows” will be charged the full fee, with no transfers.

Replacement attendees are welcome at any time.

3. Changes

PSG reserves the right to make changes to the event or date if registration numbers are not met. If an event is cancelled, you will be notified in writing and your registration will be transferred to the next available date.

4. Photographs

Photographers and videographers may be present at PSG seminars and events. Please notify the Trainer or our Events Team, if you do not wish to



have images of you published or shared. To contact the Events Team email training@practicalsolutionsgroup.com or phone +61 8 9205 4800

5. Payment

Your registration must be **paid in full 48 hrs before** you attend a PSG event. The PSG terms of payment are **within 7 days** from date of invoice. Penalties apply to late payments. Late fees are charged at 10% of the total outstanding amount.

If your booking occurs within 7 days of the event date your registration fee must **be paid in full immediately**.

All payments are made in Australian dollars (AUD) and can be made using the following methods: Credit Card, EFT or via BPay. Please contact our Events Team, if you require to make payment in another currency at training@practicalsolutionsgroup.com (fees apply).

6. Privacy and Security Policy

PSG collects information as required in order to administer and manage registrations for our seminar and events. If you do not provide all the relevant information including your email address your registration may not be confirmed.

PSG is committed to protecting the information collected for this purpose and will not make your details available to any third party in any instance.

7. Complaints and Grievances

PSG has in place a complaints and grievances procedure to ensure the outcome of all complaints and grievances are dealt within a timely manner and the best outcome is achieved for all parties concerned.