

## TERMS AND CONDITIONS OF TRAINING

- After Ingenious Training College (Pty) Ltd has received your booking form we accept that your attendance has been approved by your supervisor, unless we are informed in writing to the contrary.
- Full payment is due for the number of learners booked on the course and signed off on the booking confirmation form. Should more learners attend the course, then you will be invoiced for the increased learner numbers.
- Course fee's to be paid in full prior to commencement of the courses. Proof of payments will be required before training.
- Please note the following:
  - If you cancel your attendance 5 (five) days before the first day of the programme, you will be charged a penalty fee of 20% (percent) of the invoiced amount. If payment has already been made, only 20% of the invoiced amount will be payable.
  - If you cancel your attendance 2 (two) days before the first day of the programme, you will be charged a penalty fee of 50% (percent) of the invoiced amount. If payment has already been made, only 50% of the invoiced amount will be payable.
  - For 30-day clients these penalty fees will be added to the outstanding amount.
  - If you postpone / re-schedule the training 5 (five) days before the first day of the programme, the amount paid will be kept until the training is re-scheduled. Training is allowed to be postponed / re-scheduled only once.
  - If you postpone / re-schedule the training on the day, 100% (percent) of the invoiced amount will apply. No credit note will be issued.
- Travelling costs will apply for all on-site training bookings at a rate of R7.00 per kilometre.
- Accommodation will be charged at R1000.00 per night if on-site training is 200 km and above and/ or 3 hours away from our office.
- Course registration begins at 08h30 and the course commences at 09h00 and is completed daily by no later than 16h00 unless arranged otherwise.
- Learners are required to bring their ID (identity document) with them to the course unless not submitted prior to training.

- Certificates will take anything from 3 (three) to 5 (five) working days to be issued, unless upon special request authorized by Ingenious Training College (Pty) Ltd.'s management. Note that certificate will be put on hold if any relevant documents are outstanding.
- Certificates will not be issued without the certified copies of ID (identity document).
- Re-prints/Re-issue and copies of certificates for companies are subject to a charge of R300.00 per certificate.
- Learners attending corresponded or online training, will be found not yet competent if POE's are not submitted within agreed time frames. A penalty fee may apply to late submissions.
- Should there be any corrections needed on certificates, please notify Ingenious Training College (Pty) Ltd within 10 (ten) working days.
- Any special requirements needed for specific training courses or of any learning barriers, should be addressed prior to signing the booking form.
- Filtered water, coffee and tea are provided. Lunch can be provided per day at an additional cost of R150.00 per person. This option only applies to in-house training.
- Credit notes for training are only valid for 1 year. No refunds will be permitted.
- No statement of results will be processed without the correct documentation as listed on the booking form. Late submissions of documentation will result in delays of certification.