

## Booking Terms & Conditions

When you have found a course that you would like to attend, call us on **(03) 9642 2862**, to check availability. Bookings can be made by phone, fax, post or email - [click here](#) for contact details.

Once we have received your booking, we will send you a letter of confirmation.

Courses are held at centrally located venues in Melbourne.

### **Please note**

Registration time for most courses is 9am. The training is likely to finish at 5pm. Morning coffee and afternoon tea are included in the fee.

We keep our participant numbers small so that you receive individual attention and support throughout your training course. This also allows you to interact with, and get to know, your fellow participants. For this reason we prefer no more than three people from one company to attend the same Open Course at any one time. (We can provide an in-house service for no additional cost if you have at least 5 people from your company interested in the same course).

We reserve the right to change the course content and/or training consultant in line with market demands, when necessary.

### **Payment**

Full payment for the course must be received no later than 5 working days prior to the course date, or at time of booking if within 5 days of the course.

### **Cancellation**

To ensure courses run on the scheduled date, please register as early as possible. If minimum numbers are not reached the course may be cancelled (in which case your full fees are refunded). MaST reserves the right to alter or cancel published dates and/or change venues, without liability.

If you cancel the course giving MaST 7 or more working days notice, you will receive a full refund minus \$50 plus GST. A refund will not be given if you cancel the course booking within 6 working days of the start date. A replacement participant may attend in place of the original participant without incurring additional charges. For non-attendance of the course, no refund will be given.

### **Registered Office**

MaST Australia Pty Ltd, 253 Abbotsford Street, North Melbourne, VIC 3051. ABN 64 108 072 288