

SimPPLY Booking Terms and Conditions

Please read the following terms and conditions carefully.

1. SimPPLY® Pty Ltd (ACN 86 165 684 917) means the company who provides the training courses and consultancy services to its clients (SimPPLY).
2. The client or the trainee means the person who attended the training course including the company by whom the client or the trainee is employed by (the Client).
3. The trainer or the consultant means the person who teaches/trains/lectures/consults the training courses provided by SimPPLY, including the company whom the trainer or the consultant is employed by (the Trainer).
4. All training courses must be paid for in full before attending such a course.
5. If the Client wishes to reschedule a public training course date (excluding onsite and in-house training courses), the Client must notify SimPPLY in writing. Written notification of cancellation / postponement of attendance is needed 14 working days in advance.

Bookings for future course are subject to the following conditions:

- SimPPLY has places available on an upcoming training course date
- Where the rescheduled class is longer in duration than the original course, or of additional material, students will be required to pay the difference between the new course price and the original course price.

Should the Client wish to confirm a reschedule course date there is a transfer fee equal to 50% of the current individual published price for the course.

Rescheduling does not become effective until SimPPLY receives this written notification.

Course attendee name/s can be changed at any time before the commencement of the course.

If the Client wishes to reschedule an onsite or in-house training course, the client must notify SimPPLY in writing. Depending on the nature of the booking additional charges may apply to reschedule the training dates.

No refund of monies shall be made; a credit note shall be issued for the same amount of monies paid, less any cancellation fees being 50% of the course monies/value paid. Cancellation does not become effective until SimPPLY receives this written notification.

7. Failure to attend a training course without 14 days written notice will result in the forfeit of that course booking and any such monies paid for that training course. Decision made at the discretion of SimPPLY.

8. If the Client wishes to cancel a training course, the Client must notify SimPPLY in writing.

No refund of monies shall be made, but a Booking credit shall be issued for the same amount of monies paid, less any cancellation fees payable. A cancellation fee equal to 50% of the course monies/value paid is payable immediately if the cancellation is made within 10 days before the course the Trainee is scheduled to attend. Cancellation does not become effective until SimPPLY receives this written notification. 9. All prices for the courses are excluding Australian Good and Services Tax (GST).

9. SimPPLY reserves the right, if necessary, to make alterations or changes to a previously confirmed training course date for a variety of reasons including but not exclusively, such as illness of the Trainer. In such cases, SimPPLY will endeavour informing the Client as soon as possible. In the event whereby it is necessary for SimPPLY to re-schedule the course(s) to another date(s) then SimPPLY shall inform the Client as soon as practicable regarding the new date(s).

The Client has a right to apply for a full refund only when the re-scheduling of the course(s) has been made more than once by SimPPLY. SimPPLY will have no other liability due to changes to the training course date other than those set out in this condition and no other claim for compensation or expenses will be considered.

10. SimPPLY reserves the right to postpone any training course as a result of say, disruptive behaviour. In these circumstances, SimPPLY will offer alternative dates but will not offer any refund of monies paid. Those individuals causing the disruptive behaviour resulting in the postponement of the training course will be dismissed and will not be entitled to attend the course at a later date and will forfeit all monies paid to SimPPLY.

11. SimPPLY has a no smoking policy in their training workshops.

12. SimPPLY shall in no circumstances be liable for any loss of profit suffered directly or indirectly following the training course attended by the Client.

13. SimPPLY is not responsible for any loss arising out of any occurrences or conditions beyond its control, including but not limited to acts of terrorism, act of God, defects in services provided by a third-party to SimPPLY, war, strikes, theft, delay, cancellation, civil disorder, disaster, Government regulations or changes in itinerary or schedule.

14. This is a booking contract made by SimPPLY on its terms and conditions which are governed by Australian Law and all parties shall submit to the jurisdiction of the Australian Courts at all times.

15. SimPPLY reserves the right to update and/or alter these terms and conditions at any time, and it is the Clients responsibility to be familiar with them. The latest terms and conditions can always be found on the Company website www.simplify.co/booking-terms-conditions and will supersede any previous versions.

The above points 1-19 constitute the standard terms and conditions of JRH Holdings Australia Pty Ltd T/A SimPPLY.

Updated: 3rd May 2018