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Terms and Conditions for all Seminars and Workshops

Training with Trischel

These terms and conditions apply to all Trischel Seminars and Programmes

The training we provide is as per the information we advertise, however we reserve the right to update the information, the venue or the trainers as advised by our Training Development Team.

Our payment terms:

- A non-refundable 10% deposit is a requirement to reserve your place on any of our public seminars or Workshops.
- Payment in full must be received 7 days before the commencement date.
- For details of direct debit contact Trischel Administration on 07 3261 2140.

Cancellation Policy

- The course fee is non-refundable; however you may transfer to an alternative course date without charge.
- In exceptional circumstances a refund of no more than 50% of all payments made may be negotiated with Trischel's Admin Manager..

If you believe you have grounds for complaint..

We are confident that we will deliver the programme to your utmost satisfaction, however

- If you are unhappy with any part of the programme, please write to The Training Development Team within 30 days of completing the training.
- We take pride in the quality of the training we provide and will investigate any complaint which relates to it, however we can only pass onto the relevant organisation any complaint about the venue or the catering of external venues.

Our materials

- Training materials, Seminar and Workshop content has been developed by the Trischel Training Development Team and is copyrighted to us. Any reproduction or distribution is not allowed.
- You may not use our logo without our written permission.
- Audio and video recording during workshops is not allowed.
- Occasionally we film trainers and your attendance at the seminars and workshops gives us the right to use your image and voice in any recordings without payment to you.

General Information

- The programme may contain material that is in the public domain.
- If we change the venue, even at short notice, we will of course inform you. However, we will not be liable for any additional costs you might incur due to this change.
- It is not our policy to cancel programmes but if we have to do so, we apologise for any inconvenience but refunds will be limited to 50% of the total cost.
- In the event that Trischel is liable to any extent under this agreement liability is limited to the amount of the fee paid by you.

FOR YOUR INFORMATION

Our trainers abide by the Trischel Code of Professional Conduct

As a staff member, a trainer or a contract officer of 'Trischel', I have agreed to :

1. Maintain my personal and professional standard at all times.
2. Treat all clients and potential clients with respect and confidentiality; and respect that right to privacy except where otherwise required by law.
3. Continue to upgrade my personal skills and knowledge.
4. Refrain from offering professional advice which may be confidential, misleading or where the accuracy of the information is difficult to assess.
5. Continue to work with the Training Development Team to maintain the standards of Trischel programmes, and
6. Accept and implement feedback from participants and clients in regards to Trischel Programmes.