



St John

first to care

Training Course Bookings Terms and Conditions

Payment Terms

Individuals on scheduled courses: All applicable course fees must be paid in full to secure placement and admission to the course.

Business customers on scheduled courses: A Purchase Order number or an authorised signature must be sent in writing (post, fax or email) to secure placement or the booking must have been made via the St John on-line booking system. Payment is due seven days after the invoice date.

Please make cheques payable to St John.

Cancellations

Cancellation not received before the course – no refund. Total course cost applies.

Scheduled Courses: The following administration fee will apply to cancellations:

- Cancellation received 11 working days or more before the course - no charge
- Cancellation received 10 to 2 working days before the course - fee of \$40 + GST
- Cancellation received 1 working day or less before the course - 50% of the course cost
- Cancellation not received before the course - no refund – total course cost applies

Client Courses: The following administration fee will apply to cancellations:

- Cancellation received 11 working days or more before the course - no charge
- Cancellation received 10 working days or less before the course - 50% of the course cost
- Cancellation not received before the course - no refund – total course cost applies

All cancellations must be made in writing, either by letter, fax or email.

St John Training reserves the right to cancel courses if necessary. Every effort will be made to give attendees no less than 5 working days notice. St John will not be responsible for any costs incurred due to course cancellation.

Refund Policy (where applicable)

No refunds will be given for students who do not attend their course without prior cancellation. Booking onto another course will incur the full course fee. A student who cancels on the day of the course is not entitled to a refund. If they rebook on the day of the course they will incur a \$40 + GST fee.

To request a refund or credit, please apply in writing to:

St John Customer Services
Private Bag 14 902
Panmure, Auckland

Fax: 0800 736 332
Email: training@stjohn.org.nz

Please state the reason why the refund or credit should be made. Refunds will only be made to the person or organisation that made the original payment.

Re-bookings

A student is entitled to one complimentary re-booking, if this is made prior to the day of the course. A rebooking done on the day of the course and subsequent rebookings will incur a \$40 + GST fee. If a student subsequently cancels from a re-booked course they may incur a cancellation fee up to a maximum of the full course fee based on the time of your cancellation and original booking.