

# Terms of Business

## Payment

The course fee must be paid in full no later than 1 working day prior to the start of the course. Viewpoint reserves the right to re-allocate the course place to another learner if fees are not paid on time.

## Late Payment

In the event of late payment, Viewpoint reserves the right to charge interest on all outstanding amounts.

## Prices

The prices quoted on course brochures are correct at the date of publication (that is the earliest course date published within it) and for 180 days thereafter. Viewpoint reserves the right to adjust these prices in order to meet their true cost outside this period.

## Transferring Courses

If a learner wishes to transfer a booking to a later course there will be an administrative charge of 25% of the course fee. If that transfer is then cancelled and the learner fails to attend, the full course fee remains payable.

## Cancelling Courses

All cancellations or amendments to bookings must be made at least 48 hours prior to the start of a course. A cancellation fee of 15% of the course fee is payable when cancellations are made. If a booking is cancelled within the 48 hours, 50% of the fee is payable. If the learner fails to attend the course, the full course fee must be paid immediately.

## Changing Delegate Details

There will be no charge if a substitute person wishes to replace the original learner on the same date and same course. Please inform our office of any change to the original booking.

## **Cancellation of Courses by Viewpoint and Changes to Course Content**

Our courses are constantly updated and improved and we reserve the right to alter any of the courses' content without prior notice. Viewpoint reserves the right to cancel a course at any time without liability. In these circumstances learners will be offered an alternative date, a credit note or a full refund.

## **Complaints Policy**

If at any time before, during or after a training course held by Viewpoint, a delegate wishes to lodge a complaint, this should be done by contacting the course administrator directly on 011-027-0492 or [cathym@viewpoint.co.za](mailto:cathym@viewpoint.co.za). Every effort will be made to resolve the complaint expeditiously.