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# Canellation Policy

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# Introduction

Quality Associates International South East Asia Pty Ltd (QAISEA) has a cancellation policy in the following areas:

- Public Training Sessions
- Onsite Visits
- Consulting

This cancellation policy is strictly adhered to unless stated in writing or via email from the administration of office of QAISEA. Any omissions in the cancellation policy not stated here in this document will be at the discretion of management of QAISEA.

## Public Training Sessions

Once registration is received cancellation must occur at least 2 weeks prior to course commencement.

Once a course is considered active (based on number of participants) there are no refunds.

Course places may be moved to other employees.

Courses will be considered for active status 1-2 weeks prior to the course starting unless otherwise stated.

Status of courses will be listed on the Quality Associates International South East Asia website.

All registered participants will be notified of a courses status. In the event a course is cancelled due to lack of registrations a full refund will be available to any participant who has made payment.

## **Onsite Visits**

Onsite visits must be cancelled or rescheduled at a minimum of two weeks prior to the visit.

50% charge on agreed payment will be charged on cancellation.

Where rescheduling occurs on more than one occasion an invoice will be sent for the full amount of the agreed visit. If the second date fails to go ahead on the basis of cancellation or rescheduling payment for that will be required at 75% of the agreed invoice and a new date and new invoice will be set.

## **Consulting**

Consulting cancellations or rescheduling is on the basis of the consulting contract set out by Quality Associates International South East Asia Pty Ltd at the commencement of work.

This may be a formal contract for larger projects and programs and involve a statement of work or could be via email on the basis of the work required.

Quality Associates International South East Asia Pty Ltd considers email bookings and requests as a binding purchase order once an invoice has been sent.