

TERMS AND CONDITIONS



INTERCAPE Training Academy

Registration

In order to book for a course / skills programme/learnership contact the Training Manager to confirm dates and availability of courses. A registration form must be completed and either faxed or mailed back with the required information. Please ensure the information is legible and correct to avoid additional administration charges for the re-issuing of certificates.

Cancellation / Postponement

Cancellations and or postponements of courses / skills programmes/learnerships must be in writing, at least 14 days prior to course commencement. Any cancellations and or postponements made within 5 working days are not acceptable, and will result in a Learner and or Company being held liable for the total training cost/fee. However substitution Learners are welcome if the original Learner cannot attend, provided the new Learner meets the pre-requisites. A 100% cancellation fee will be charged for non-arrivals. Intercape Training Academy reserves the right to reschedule courses / skills programmes due to low enrolment and is not liable for any costs incurred by clients as a result thereof. Training fees paid in this respects will not be refunded but credited to future learning courses / skills programmes/learnerships.

Days Notice of cancellation / postponement	Penalty fee / charge
10 working days	50%
5 working days or less	100%

General information

Training commences at 08:30 and concludes 16:30. Tea and lunch breaks are included in each daily program. Learners are requested to arrive 15-20 minutes prior to course commencement. Late arrivals will not be admitted into the lecture room. (The Training Manager must be contacted before 08:15 if the Learner is experiencing any difficulty.)

Dress code is smart casual.

Payment

Invoices and or quotes are only valid for 30 days and exclude Learner and or Facilitator accommodation, transport and workplace assessing.

Learners are required to pay in advance by electronic transfer or direct bank deposit. Please fax proof of payment.

Learners will be refused admission if payment is not received prior to course commencement.

Interest of 2.5% will be charged on accounts older than 30 days.

In the event of a Learner or Company paying a deposit, and the Learner fails to attend, the deposit will be forfeited and retained by Intercape Training Academy for damages and the retention of the deposit will not in any way prevent Intercape Training Academy from exercising all or any rights, which it may have in law, to claim the full amount from the Learner or Company.

Banking Details:

INTERCAPE

ABSA Bank

Account number: 340 410 807

Branch Code: 632 005

Reference: Please indicate invoice number

Please contact the Training Coordinator during office hours to enquire about any group booking discounts.

INTERCAPE Training Academy

REG No. 1970/002982/07 VAT Reg. 4030240818

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