



CANCELLATION POLICY

1. GENERAL

Advanced Infrared Resources Australia is committed to providing exceptional service in a timely manner. Unfortunately, when a customer cancels without giving enough notice, there are out of pocket upfront costs such as manuals, meals, venue and admin costs. No shows and late cancellation have an impact on the trainer and all other training candidates involved. For these reasons, Advanced Infrared Resources Australia has implemented a cancellation policy that will be strictly observed.

2. FULL PAYMENT

Your registration is complete when we receive your full payment. Payments can be online through our website or via an invoice with EFT details (please email admin@irtau.com.au for an invoice). Payment must be made a month prior to the course. We do not reserve a seat at the relevant training course without payment.

An online confirmation email will be sent to you at the time of registration and payment. This email serves as confirmation of your registration.

3. CANCELLATION REQUEST

Cancellation requests may be submitted by phone, email, online or in person. Please note that refunds will be processed in the original form of payment. If you have any questions or concerns about our cancellation policy, please contact us at 0467 565 836.

You have the right to cancel your booking at any time however the following terms will apply.

4. REFUND POLICY

- Refund requests made more than 10 business days prior to the training course will be subject to an administration fee of 25% percent of the training course price.
- Refund requests made between 3 and 7 business days prior to the training course are subject to a 50% percent administration fee.
- No refunds or transfers will be issued 48 hours prior to the course, on the day of, or after, the training course has commenced.

In the event of a course requiring rescheduling due to instructor illness or unavailability, the cost of the course will be refunded in full, or alternatively rescheduled to another date.

A handwritten signature in black ink, appearing to read 'Jeff Erichsen', is written over a light grey rectangular background.

Jeff Erichsen
Managing Director