

Bookings terms & conditions and cancellation policy

IRATA training course

In the last few years, we have experienced a high demand for our training courses. To ensure the best possible training environment for our students, we limit the number of participants on each course. Unfortunately this means that we have to turn applicants away when the allocation is exhausted. If enrolled students don't show up at the start of the course or drop out some way through, it's disappointing for applicants that have been turned away and can have a financial impact on our company.

To improve our existing booking system and to ensure that all our clients have the opportunity to get a place on our courses, we have updated our booking terms and conditions and cancellation policy.

To make a course booking

1. Before making payment, contact High Q on (07) 3255 0522 or info@high-q.com.au to confirm that places are available.
2. Pay a \$500 deposit 14 days prior to the course start date by any of the methods indicated below. If you are booking less than 14 days prior to the course, please call or email our office first to make sure positions are still available.

Payment methods

Payments for deposits and / or full course fees can be made by credit card, internet bank transfer, cash, cheque or money order.

Balance payment

High Q requires payment of the remaining balance of the full course fee prior to or on the commencement day of the course. If paying by internet transfer, proof of the same needs to be provided to High Q at the start of training the following day. Non payment will mean that the candidate cannot continue training.

Refunds and cancellations

Cancellation or date changes more than 10 days prior to course commencement date:

- Full refund for all fees paid

Cancellations or date changes between 7 and 4 working days before course start date:

- Paid fees will be refunded less an administration charge of \$50.00

Cancellations or date changes less than 4 working days before course start date:

- No refund applies to any fees paid

Cancellations / no shows after course commencement:

- No refund applies to any fees paid

Medical Certificate

If the nominated person is unable to attend due to injury and the period is less than 4 working days prior to course commencement date, a doctor's certificate is required. The opportunity will then exist to re-book on a course within a 3-month period (based on High Q availability). Further extension periods will be evaluated by the Managing Director.

Return for free

If a participant fails the assessment, an opportunity exists for them to 'return once for free'. This allows the participant to receive further training and assessment (within a scheduled course) for free (a second chance). This offer only exists once and is dependent on High Q availability within a 3-month period from fail date.

If a course participant retires from the course (after commencement) due to medical reasons, they too have the opportunity to 'return for free' as above. A medical certificate is required prior to course commencement.

There is no value to the 'return for free' offer and no refund will be available.

Name changes

If the nominated person is unable to attend, course participants can be substituted at no cost prior to the commencement of the course.

Cancellations or date change requests can be made by email, fax or phone and must be acknowledged as having been received by High Q before any refund may apply.

Work Safely at Heights (WSAH) course

This course is free when a participant books and pays a deposit on an IRATA Rope Access course. The course will be run on an off-course (IRATA) week. The participant may complete this course prior to or after the IRATA course (up to 6 months).

We trust that you understand our terms and look forward to hosting you on a course soon.

The circumstances of any non-attendance will be reviewed by the Managing Director on a case-by-case basis. In cases of severe hardship or if a medical condition prevents attendance prior to the course start date, a full refund may be available. For medical conditions, a medical certificate stating they were unable to attend will be required.