



In 13 years of operations, MSS has never cancelled a training course. We appreciate situations can change and our general policy is to try and work with you to achieve a mutually beneficial outcome.

We DO NOT cancel courses due to a lack of enrolment numbers. If one person is booked in, we always run the course!!

If we have to cancel...

Where cancellation occurs, MSS will provide (where possible) alternative dates for course delivery; or similar courses; or a full refund of the course fees

If you have to cancel or cannot attend...

MSS do not provide refunds if you cancel as described below:

1. PAYMENT

- a. Event or course payments are due prior to the commencement date
- b. All fees and charges are payable in Australian dollars (\$AUD), via the online payment gateway
- c. Non-payment of monies owing will result in cancellation of enrolment

2. CANCELLATION AND REFUND

- a. All course cancellations must be in writing (notice of cancellation) to: trainingbookings@mssonline.com.au
- b. If the notice of cancellation is received (effective date):
 - more than 14 days* prior to the course commencement date: 100% of the course fee will be refunded
 - between 7–14 days* prior to the course commencement date: 50% of the course fee will be refunded
 - less than 7 days* prior to the course commencement date: 0% of the course fee will be refunded

MSS will not be responsible for consequential costs or any travel related expenditure resulting from cancelled courses.



MSS SAFETY opens at 7:30am, Monday - Friday.

All students are advised to arrive 15 minutes prior to the scheduled course start time to allow time for sign-in and registration.

A student is deemed late when they arrive at the MSS SAFETY office after the scheduled course start time

Students who arrive after the scheduled course start time **MAY NOT BE PERMITTED** to enter the classroom.

This also applies to students who return late to class after a coffee break or lunch break.

Depending on the course, MSS SAFETY retains the right to **allow or not allow the student into the class** based on the Manager & Instructor's discretion.

- In either case MSS SAFETY **MAY** allow a student who prepaid to be **rescheduled** for the next available class at 50% discount.

The course then must be completed within 30 days of the missed course or the Reschedule Fee will be forfeited.

Students registered on a company account will be processed in the same manner, providing a new company approval/ purchase order is issued in order to register.

- If such action is taken the student, company or funding agency understands that they may not hold MSS SAFETY liable for any loss whether financial, work related, work time loss, or in any other way. The payor (company, student or funding agency) will be liable for any outstanding fees and are not entitled to a refund.

Any disputes in these matters will be processed according to the Dispute Policy.