

TERMS AND CONDITIONS

PROPOSAL

All proposals issued are valid for 30 days from the issue date. Should amendments be requested by the client, this may result in a new proposal being issued.

The number of attendees are limited to that specified in the proposal. Any additional numbers will be quoted for separately as additional charges may be incurred.

COURSE INITIATION

MOXI will not commence with the initiation of the training process for your course(s) until a signed acceptance form, accompanied by an appropriate form of payment (cheque or purchase order), is received. This must be received a minimum of ten (10) working days before the scheduled course dates. MOXI requires this time to make the necessary arrangements to provide quality training material and course delivery.

CANCELLATIONS

No cancellation fee will be charged for cancellations received more than 10 working days prior to the commencement of a course. If MOXI has already received full or part payment for the course, the amount will be fully refunded.

Notification less than ten (10) working days prior to a course will result in a cancellation fee of 50% of the full course price.

Cancellations made less than five (5) working days prior to the commencement of a course will result in a cancellation fee of the full course price being charged.

In the event of MOXI cancelling a course, liability will be limited to the refund of the full course fee only if paid.

If you wish to cancel or reschedule a booking, you must adhere to the following guideline:

Importantly, MOXI must be in receipt of a formal notification of a cancellation or transfer request, in writing, by mail, fax or e-mail, and be confirmed in writing by us.

PAYMENT TERMS

Payment terms are strictly 30 days from date of invoice.

YOUR PROTECTION

MOXI reserves the right to ask any person to leave the course, without refund, if that person disrupts the smooth flow and progress of the course.

LATE ARRIVAL

Course registration begins 15 minutes prior to course commencement. To avoid disruption to classes, MOXI reserves the right not to allow entry to a course once it has commenced.

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