

**TRAINING SERVICES - TERMS AND CONDITIONS**

1. Bookings

An official purchase order is required to be received by Metquip Systems before any training places can be confirmed. Acceptance of such order is subject to the proposed attendee meeting applicable course pre-requisites and to availability of places. Any bookings remain unconfirmed until notified otherwise, either via post or facsimile transmission by Metquip Systems.

2. Payment

For customers that have current pre-approved credit facilities with Metquip Systems, an invoice shall be issued once an order has been accepted. Note however that unlike our standard terms and conditions, remittance for training product and/or services is strictly net seven days.

For new customers or for those without approved credit facilities, full payment is required before any training places can be confirmed. Payment via credit cards such as Visa, MasterCard or Bankcard can be made accordingly.

For any on site training courses, payment must be made on the following conditions:

- 25% of the total of the course on order placement
- 25% of the total before the course commencement date
- 50% remaining when the course is completed

Any on site training course will be confirmed only if the initial 25% payment is received when an order is placed. Once a date is agreed for an on site course to take place, an additional 25% payment must be made before such date. Failing to make this payment will result in the postponement of the agreed date and a new date must be re-negotiated.

3. Cancellation

Once a purchase order has been placed on Metquip Systems for training, any cancellation by the customer shall incur a charge. Substitutions of persons who shall be attending are welcomed providing relevant course pre-requisites are met.

If a cancellation occurs within three weeks of the commencement of the training course, no refund shall be forthcoming. Course notes will be available in this case.

Where a cancellation is received via post or facsimile transmission not less than three weeks before the commencement of the course, a refund of fifty per cent shall be provided by Metquip Systems.

In the unlikely event that a training course is cancelled by Metquip Systems, a full refund shall be provided. Note, however, that Metquip Systems cannot be held responsible for any losses resulting from such a cancellation.

For on site training courses, cancellations will not be accepted once an agreed date is established. In the event of that an unforeseeable factor takes place and a date must be changed, a new date will be re-established and agreed upon for an on site course to take place.

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