



# **RUNNYMEDE FIRE & SAFETY**

## **FIRE - SAFETY - TRAINING**

### **Terms and Conditions**

Following is a summary of the terms and conditions that apply to all purchases made from Runnymede Australia Pty Ltd trading as Runnymede Fire & Safety (RFS).

#### **1. Payment Terms**

The customer shall make payment in full without any deduction or withholding whatsoever on any account within that period show on the face of the invoice or at some later date following invoicing which must be clearly evidenced in writing as having been agreed between RFS and the customer.

Training courses can be booked and paid for a maximum of 12 months in advance.

#### **2. Cancellations and Variations**

RFS will provide a refund for training booked less a \$100 administration fee for group bookings and a \$20 administration fee for individual bookings for cancellations at least 4 weeks prior to training delivery. Cancellations within 4 weeks of training delivery will be 50% of course fees.

All clients will be offered the opportunity to rebook their training free of charge with at least 2 weeks notice or for a rebooking within 2 weeks of the training date a 10% rebooking fee may apply.

If RFS cancels a program a full refund will be provided to the client / participant.

If payment has been made and the participant or participants fail to attend a course on the set day there is no refund of course fees.

In the event that illness or other unforeseen circumstance should prevent an individual participant from completing a course for which full payment has been made to RFS, the participant will be offered a place in another course free of charge in order to complete the qualification, otherwise a partial refund (up to 50%) may be given (a doctor's certificate may be requested).

#### **3. Prices, Payment & Credit Card Information**

For each order, you must pay:

- the applicable price for the relevant goods/services confirmed by RFS; and
- the delivery and handling fee specified on the web site at that time if required; and
- any applicable taxes such as Goods and Services Tax in Australia.

Your order and credit card details are safe and secure. All personal and credit card information provided to RFS is encoded using Secure Sockets Layer (SSL) technology, an encryption protocol that protects data as it travels over the Internet. We only accept payments using the methods stated in the orders & payment section of this website.

Your credit card information will be processed by the payment provider. eWay Australia or Square Inc. during the check-out process. All payment providers used by RFS are PCI DSS Compliant.



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RFS will not store your credit card data in our website or web servers.

Payment must be cleared before the goods are dispatched or services rendered unless you have approved credit facilities with RFS.

#### **4. Your Account**

You agree to take responsibility for the safekeeping of your user name and password. You are liable if your user name or password is used by an unauthorised person. You agree to release and indemnify RFS in connection with any use (whether authorised or unauthorised) of your user name or password. RFS may suspend or cancel your account at any time without prior notice.

#### **5. Liability**

Any liability of RFS in connection with goods or services supplied to you will, subject to any non-excludable liability for breach of conditions or warranties implied by legislation and to the maximum extent permitted by law, at the election of RFS be limited to:

1. in relation to goods, the replacement of the goods or the supply of equivalent goods; and
2. in relation to services, the supplying of the services again or the payment of the cost of having the services supplied again.

#### **6. Changes To Terms**

Each order is governed by the terms and conditions current when the order is placed. RFS may add to, delete or otherwise change these terms and conditions without notice. It is your responsibility to read and understand these terms and conditions each time you place an order.

#### **7. Applicable Law**

All purchases, and these terms and conditions, are subject to the laws of Victoria, Australia