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TUFLOW Training Terms and Conditions:

- 1) Receipt of all training booking requests will be confirmed by TUFLOW via email.
- 2) Training courses will be invoiced by TUFLOW at time of booking. Invoices will be emailed to the participant (or the email address noted on the purchase order).
- 3) By enrolling in our training, you are obliged to pay the full invoice amount.
- 4) Your payment or purchase order must be received by TUFLOW the earlier of:
 - a. within 14 days from the date of the invoice; or
 - b. 3 business days prior to the scheduled training.
- 5) Training course bookings are secured when payment or purchase order is received by TUFLOW.
- 6) TUFLOW reserves the right to cancel an unsecured booking if payment or purchase order is not received prior to the due date. TUFLOW will notify the participant, or associated representative, of the cancellation via email.
- 7) Requests to change a booking must be made by the participant, or associated representative, no less than 10 business days prior to the course commencement date. After this period, no changes can be made to your booking, and you will not be eligible for a refund.
- 8) If a participant fails to complete or attend a confirmed/invoiced booking, no refund will be available, and any unpaid invoices will still be payable.