

Refund Policy

The Chamber of Commerce & Industry (CCIQ) has a fair and equitable Refund Policy guaranteeing the refund of fees to course participants under reasonable circumstances. The management guarantees CCIQ's sound financial position and safeguards clients' fees until used for learning and assessment.

1. An organisation or individual may substitute another participant prior to course commencement date at no cost should the nominated person be unable to attend as long as notification is provided in writing prior to commencement of the course.
2. Registration may be transferred to another course or cancelled at no cost up to fifteen working days prior to a course providing notification is in writing.
3. Transfers to another course or cancellations made between eleven and fifteen working days (3 weeks) prior to the commencement of the course must be in writing and will attract a 20% administration fee.
4. Transfers to another course or cancellations made between six and ten working days (2 weeks) prior to the commencement of the course must be in writing and will attract a 35% administration fee.
5. For cancellations made five working days (1 week) or under, prior to the commencement of the course, no refund will be issued, however a substitute may attend the course as per Item 1 above.
6. No refunds will be made after the commencement of the course unless the participant provides a medical certificate or can demonstrate extreme personal hardship. In this case, the participant may transfer to a subsequent course at the discretion of management.
7. CCIQ reserves the right to cancel or postpone a course to an alternative date. All registered participants affected by such changes will be offered the opportunity to transfer to the next available course program or receive a full refund.

Note: Bookings on courses are not guaranteed until full payment is received.