

Our Terms and Conditions

Scope of Services

The quote covers services as outlined in the proposal, scope document or client email/online enquiry.

Fees and Payment Terms

All prices are quoted are inclusive of GST unless otherwise stated. Full payment is due within 30 days of invoice date.

Cancellation and Rescheduling

Cancellations without the course being rescheduled:

- *within 3 weeks of the Course Start Date attracts a cancellation fee of 75% of the total course fee;*
- *between 3 weeks and 6 weeks from the Course Start Date attracts a cancellation fee of 25% of the total course fee; and*
- *more than 6 weeks before the course start date do not attract any amendment fee or cancellation fee.*

Rescheduled courses that are rescheduled within 3 weeks of the Course Start Date attract a 25% amendment fee to be charged on top of the total course fee.

Trainer Travel and Accommodation

Travel and accommodation costs (if applicable) are included and will be billed separately if not included.

Client Responsibilities

The client is responsible for providing a suitable training venue, equipment (e.g., projector, whiteboard), and participant attendance.

Intellectual Property

All training materials, presentations, PowerPoint presentations, contracts, property and intellectual property remains the property of ACIM Solutions and may not be reproduced, copied, translated, distributed or disseminated by the Client (or anyone else) without written permission from ACIM Solutions.

Solicitation

The Client agrees that it will not employ, engage, solicit or otherwise obtain the services of any employee, presenter, contractor, representative, officer or worker of ACIM Solutions within 12 months of that ACIM employee, worker, officer, contractor or representative providing any work, engagement, presentation or training for the Client pursuant to this agreement or any other agreement between ACIM Solutions and the Client.

Confidentiality

Both parties agree to maintain the confidentiality of any proprietary or sensitive information shared during the engagement.

Limitation of Liability

ACIM Solutions shall not be liable for any indirect or consequential loss arising from the training delivery.