



## CAIRNS

# TWO-DAY SUPER YACHT INDUCTION MANUAL OR “FACE TO FACE” TRAINING OPTION

### ENROLMENT FORM

NAME: ..... DATE OF BIRTH: .....

ADDRESS: .....

.....

COUNTRY: ..... STATE: ..... POST CODE: .....

CONTACT DETAILS: (ADD COUNTRY CODE)

MOBILE: ..... HOME PHONE: .....

E-MAIL: .....

ARE YOU FULLY COVID VACCINATED: YES:  NO:

CAREER GOALS: .....

.....

### CREW PACIFIC’S TWO-DAY SUPER YACHT INDUCTION TRAINING OPTIONS FOR 2023

Crew Pacific is offering the Two-Day Super Yacht induction manual where you can train from home, on your own lap top for \$300.00 AUD or you can train at Crew Pacific’s training facilities in Cairns, Qld Australia, “Face to Face” for \$350.00 AUD

**BELOW ARE TWO COURSE OPTIONS:** - (Please tick the training option you would like to complete)

“I would like the following”

**OPTION ONE: A TWO-DAY INDUCTION MANUAL E-MAILED:**

TOTAL COST OF E-MAILED MANUAL \$300.00 AUD

If you require more in-depth assistance with areas that you do not understand such as the B1/B2 visa & offshore bank accounts, you can contact Crew Pacific to arrange a time to chat over the phone, video Skype or one on one in the training facilities. There will be a fee of \$25.00AUD per hour.

- *If you live in Cairns, Port Douglas, Crew Pacific can complete a “One on One lesson” with you at Crew Pacific’s training facilities, you will need to call Crew Pacific to arrange a time and day to complete this “one on one lesson”*



## CREDIT CARD DETAILS:

Card Holders full name:

Card Type: VISA  MASTER CARD

Card Number:

Card expiry date:  /

Validation number (the last three digits on the back of the card):

## POLICY ON STUDENTS' REFUNDS

A student, organisation or yacht representative that pays for and enrolls in a Crew Pacific course should be aware of the following refund policy. A full or part refund of the student enrolment fee will only be paid under the following circumstances.

- You enrolled in a course that has been cancelled by Crew Pacific or
- You formally advise Crew Pacific, in accordance with the principles set out below, and with no attendance or participation in training, that you are withdrawing from the course.

Notification must be given in writing, email or by advising a Crew Pacific staff member in the office where the Crew Pacific course is being held. Students should consider the following notification periods as to what sort of refund they can expect.

## PRINCIPLES - CREW PACIFIC COURSE CANCELLATION & FEES PAYABLE

- If Crew Pacific has insufficient bookings to economically run a scheduled course, we reserve the right to cancel the course by notifying all students that their course has been cancelled. If Crew Pacific cancels a course, students are eligible for a full refund, or they can transfer to another course.
- If borders are closed due to covid-19, a student can be rolled over to another course date.

## STUDENT COURSE WITHDRAWAL & FEES PAYABLE

- If Crew Pacific receives notification (In writing, by e-mail or by phone call) from a student that they wish to withdraw from a course, the amount of refund to be provided will be as follows.
  - **Notification more than 5 business days before the date of course** - 100% refund of course fee or transfer to another course at no cost.
  - **Less than 5 business days before the date of the course** -75% refund of course fee or transfer to another course at no cost.
  - **Less than 3 business days before the date of the course NO REFUND payment** will be made by Crew Pacific, however you can transfer to another course date at no cost.

## NON-ATTENDANCE & NO NOTIFICATION WITH BUSINESS HOURS:

- If a student fails to turn up to a class, no refund will be payable. Students need to be aware that leaving a message on the Crew Pacific office answering service outside of business hours where the course is held on the day before the course is not accepted as a notification of cancellation.
- If a student is sick on the day of their course, and can support this with a medical certificate, they will receive either a full refund or be transferred to alternate date at no charge but must be available to complete the training within six months of the original course date.
- If the student has failed to attend due to any other reason NO REFUND will be payable however a course transfer may be granted at the discretion of the Crew Pacific office.

## STUDENT COURSE TRANSFER

A student may request a course transfer without incurring any administration fee but must consider the following conditions.

- Participants will only be permitted to transfer courses once and must complete the training within six months on the original date of enrolment.
- If a student failed to turn up to the scheduled course and can provide evidence to support the reason, they may be awarded one additional transfer. Evidence accepted includes a medical certificate, or evidence of death in the family. Subsequent course transfers granted to the students may incur a 10% transfer fee charged at the discretion of the Crew Pacific office.
- Once a subsequent transfer is granted, no further transfers or refund will be granted.
- Students who are more than 30 minutes late for their scheduled transfer course will forfeit all rights to any further transfers or refund.

Date: .....

Signature: .....