

Full Course Cost, Terms & Conditions for the 5 Day Steward/ess Course & Enrolment Form (Theory & Practical)

FULL COURSE COST-\$1695.00AUD

TO OBTAIN THE 5 DAY SUPER YACHT STEWARD/ESS TRAINING: (THEORY)

1. To get started on the Crew Pacific 5-day super yacht steward/ess theory training, you will need to fill out the enrolment form below and return it back to Crew Pacific
2. To obtain the theory training modules, you will be required to pay in full \$1000.00 AUD, this money is non-refundable. Once this has been paid in full & cleared through the bank, you will be provided with five modules and instructions on how to start your "Theory training"
 - Specific's regarding the International super yacht industry
 - Laundry formalities
 - Various Table services that are used on a super yacht (*Russian & American Service*)
 - Interior & Exterior detailing on a super yacht
 - Professional Decorum and social skills (*Procedures of working and living on a super yacht with your crew*)
3. You will be required to read each module and complete your theory tasks and multi choice questionnaire sheets as per instructions provided to you.
 - Once multi choice questionnaire sheets are completed you will be required to return these back to Crew Pacific as soon as possible.

COMPLETING THE CREW PACIFIC 5 DAY SUPER YACHT STEWARD/ESS "PRACTICAL LESSONS" AT CREW PACIFIC'S TRAINING FACILITIES:

1. To obtain the practical lessons, you will be required to pay the outstanding amount of \$695.00AUD on the first day of the practical lessons.
2. A Steward/ess test will be provided to you on the last day of the practical lessons, you will be required to complete this handwritten test and once marked & satisfied with your answers Crew Pacific will issue you with your 5 Day super yacht steward/ess certificate.

IMPORTANT INFORMATION: Just completing the Crew Pacific theory training does not make you qualified or eligible for Super yacht Steward/ess positions, to be fully certified and eligible for employment on a super yacht you will need to complete both the "*Theory, Practical and the Steward/ess test*".

- Once you have completed both the theory & practical lessons Crew Pacific will issue you with a 5-day super yacht steward/ess certificate.
- Then Crew Pacific can begin to assist you into super yacht steward/ess employment.



ENROLMENT FORM

FIVE DAY SUPER YACHT STEWARD/ESS TRAINING COURSE

NAME: DATE OF BIRTH:

ADDRESS:

.....

COUNTRY: STATE: POST CODE:

CONTACT DETAILS: (ADD COUNTRY CODE

MOBILE: HOME PHONE:

E-MAIL:

WHAT SKILLS, LAND QUALIFICATIONS DO YOU HOLD?

.....

FOR THE YACHT EXCURSION YOU WILL BE REQUIRED TO WEAR A CREW PACIFIC POLO SHIRT: SO PLEASE CAN YOU PROVIDE

YOUR SHIRT SIZE.

DO YOU HAVE ANY FOOD ALLERGIES?

ARE YOU FULLY COVID VACCINATED? YES NO

PAYMENT DETAILS REQUIRED FOR THE 5 DAY SUPER YACHT STEWARDESS COURSE

TOTAL COST OF COURSE \$1695.00AUD

COST FOR MODULES (THEORY): \$1000.00AUD
(Once modules have been paid for in full, there is a no refund policy)

FINAL PAYMENT FOR PRACTICAL LESSONS \$695.00 AUD
(To be paid on the first day of the practical lessons, below are the practical lessons Course dates)

CREW PACIFIC'S COURSE DATES FOR THE 5 DAY SUPER YACHT STEWARD/ESS PRACTICAL TRAINING. *Tick the course date you want to attend to complete your "Practical Training"*

- FEBRUARY 6TH -10TH 2023
- FEBRURARY 27TH -MARCH 3RD 2023
- MARCH 20TH -24TH 2023
- APRIL 24TH -28TH 2023
- JUNE 12TH - 16TH 2023
- JULY 10TH -14TH 2023
- AUGUST 7TH -11TH 2023
- SEPTEMBER 4TH -8TH 2023
- OCTOBER 9TH -13TH 2023
- NOVEMBER 20TH -24TH 2023

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' PAYMENTS & REFUNDS FOR THE THEORY (MODULES)

1. To obtain the theory training (modules) a \$1000.00AUD is required to be paid in full. Once the student has obtained these modules there is a Non-refundable policy, however if for unforeseen circumstances should occur such as
 - A family member bereavement or family member should get hurt badly.
 - Student should hurt themselves badly or become critically ill
 - 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 (numbers) to economically run a scheduled course, we reserve the right to cancel the course by notifying all students that their course has been cancelled. In an event that, Crew Pacific cancels a course, students are eligible for a full refund, or they can transfer to another course.
- If the borders should close due to covid-19 the course will be cancelled however you can roll over to another course date.

POLICY ON STUDENTS' PAYMENTS & REFUNDS FOR THE PRACTICAL LESSONS

1. On the first day of the practical lessons the outstanding amount of \$695.00AUD is to be paid in full, this fee is Non-refundable policy, however if for unforeseen circumstances should occur such as

- A family member bereavement or family member should get hurt badly and you need to return home immediately.
 - Student should hurt themselves badly or become critically ill
 - 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
2. If Crew Pacific receives notification (In writing, by e-mail or by phone call) from a student that they wish to withdraw from a practical 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.

PRINCIPLES - CREW PACIFIC COURSE CANCELLATION & FEES PAYABLE

- If Crew Pacific has insufficient bookings (numbers) to economically run a scheduled Practical course, we reserve the right to cancel the course by notifying all students that their course has been cancelled. In an event that, Crew Pacific cancels a course, students are eligible for a full refund, or they can transfer to another course.

NON-ATTENDANCE & NO NOTIFICATION WITH BUSINESS HOURS.

- If a student fails to not 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: