
Terms and Conditions

The following terms and conditions apply to services provided by New Zealand Biosecurity Academy Ltd.

Acceptance of Terms and Conditions

By engaging New Zealand Biosecurity Academy, you accept the enclosed terms and conditions.

Insurance and Indemnity

Except where we have expressly accepted responsibility to you under these Terms, you indemnify us against all legal action taken against us, and shall pay all costs, losses or expenses we incur. New Zealand Biosecurity Academy is not liable for any property damage or loss of customer's property when services are being provided by us.

Service Guarantee

Your rights for service provision and supply of service are covered by the Consumer Guarantees Act.

Schedules

Assessment / Course schedules notified or published by New Zealand Biosecurity Academy are subject to change without notice.

Service Fees

All identified fees are in New Zealand dollars and subject to change without notice. Quoted fees exclude 15% GST (Goods and Services Tax). All fees must be paid prior to the provision of services by New Zealand Biosecurity Academy. Where fees are not paid in full, New Zealand Biosecurity Academy is under no obligation to provide service or where service has been provided, furnish certificates of training where all or part of fees payable are outstanding.

Attendee Numbers

Where you are making a booking that includes more than one attendee; or booking an assessment/course on site, a minimum number of attendees may be required. If the number attending changes, additional fees will be charged for any increase in the number of attendees in accordance with the registration costs (advertised or agreed). A reduction of the numbers of attendee's is subject to our cancellation policy or minimum number requirements.

Client Cancellation/Withdrawal/Refund Policy

A request for cancellation or postponement of services must be notified in writing (email or txt) to New Zealand Biosecurity Academy 24 hours prior to the intended time/date of services to be delivered. Where notice of cancellation is provided at least 24 hours prior to the schedule test/course start, the fee may be transferred to another test or course operated by New Zealand Biosecurity Academy. Where notice of less than 24 hours is provided, any postponements or cancellations (including non-appearance or non-completion) will result in full assessment/course fees being charged with no refund offered. In the latter event, fees may be transferred to another course, or attendee on a case by case basis, at the sole discretion of Workplace Training.

New Zealand Biosecurity Academy Course Cancellation / Abandonment

Will endeavor to deliver assessments and training courses as scheduled with cancellation a last resort. While we do our very best to provide a minimum of 48 hours' notice, from time to time the notice may be as little as 24 hours. We will arrange for an alternative time and date for attendance and where you are not able to attend, a full refund of payments for the course is provided.

Attendance

Times are provided to ensure that services requested to be completed can be delivered in the time specified. The cancellation policy above, may be applied by New Zealand Biosecurity Academy where customers fail to arrive at the correct time/day.

Behaviour

New Zealand Biosecurity Academy may terminate the provision of services where candidates attending testing or training:

- do not attend for the duration required,
- are disruptive during the provision of services
- are considered by New Zealand Biosecurity Academy team members to be under the influence of drugs or alcohol
- are in possession of alcohol, drugs, or offensive weapons
- displays any form of harassment which is offensive and unwelcome to the trainer or other attendees.

Termination of Service by New Zealand Biosecurity Academy

New Zealand Biosecurity Academy, if we believe that you have breached these Terms and Conditions may without notice stop providing some or all services to you. No refund of fees will be provided by New Zealand Biosecurity Academy.

Confidentiality / Intellectual Property / Copyright

The information provided in any proposal or quotation submitted by Workplace Training is commercially confidential and it is not to be disclosed to a 3rd party.

General

New Zealand Biosecurity Academy is a New Zealand owned company. This agreement shall be subject to the laws of New Zealand. If we do not exercise or enforce any right available to us under these Terms, this does not constitute a waiver by us of those rights.

Every effort is made to ensure that the information provided by New Zealand Biosecurity Academy is accurate to the best of our knowledge. Information provided by New Zealand Biosecurity Academy does not constitute, or is meant to constitute, advice of any kind. If you require advice in relation to any legal, financial or medical matter you should consult an appropriate professional. New Zealand Biosecurity Academy makes no representations or warranties, either expressed or implied, as to the accuracy of the information we provide, or its fitness for any purpose whatsoever. In no event will Workplace Training be liable for any direct, indirect, special incidental, or consequential damages arising out of the use of the information provided by us.

The New Zealand Biosecurity Academy fact sheet titled "Information for Candidates" form part of these Terms and Conditions.

Privacy

If you are an individual, you have rights under the Privacy Act 1993 to access information held by us, and to request the correction of such personal information. In respect of such personal information, You:

Authorise us to obtain personal information about You, via Your Registration Form and Your use of New Zealand Biosecurity Academy services on behalf of the Ministry for Primary Industries.

Authorise us to use your personal information for direct marketing and promotional activities, research and

development purposes in respect of the provision of our services to you.