

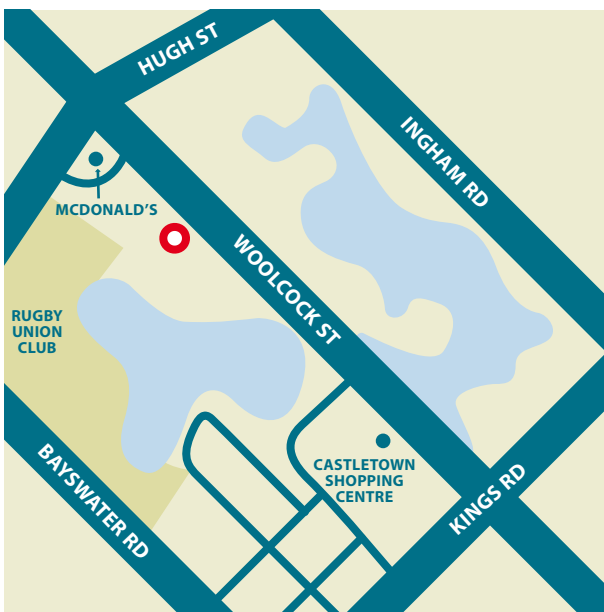


# Welcome to Odyssey Training – Townsville

Details for attending your training course have been outlined below for your convenience. Feel free to call us at anytime should you have further questions.

## Where are we located?

**Mercure Inn Townsville, Woolcock Street, Townsville**



The Mercure Inn Townsville is a resort style hotel located close to the city and 2km from the airport. Set lakeside amidst 11 acres of lush tropical gardens, the hotel offers views across the lake or pool or through the tropical gardens.

## What time should you arrive?

Training courses begin at 9.00am. Please ensure that you arrive before 8.45am for registration.

## Will food be provided?

Morning tea, lunch and afternoon tea are provided at intervals throughout the day. There are a selection of meals for you to choose from at lunch. If you have any specific dietary needs, please let one of our staff know prior to attending.

## What should you bring?

We provide everything that you require for a scheduled training course.

## What if you have a last minute change?

If for some reason you are running late or are unable to attend your training course, please call us on 1300 793 951.

## What is our cancellation / rescheduling policy?

Cancellations will be accepted if Odyssey Training is notified in writing more than 7 working days before the course date, and will refund the course cost, minus a \$55 registration service fee. One confirmed attendance date can be transferred without charge, per enrolment, where Odyssey Training has been notified in writing more than 7 working days before the course date. All subsequent transfers will attract a fee of \$55. Transfers or cancellations received within 7 working days or less of course commencement will incur a 100% fee of the total course cost. Odyssey Training will not take any responsibility for travel and accommodation cost incurred.

## Certificate IV in Training & Assessment courses ONLY:

Changes to enrolments will incur a \$55 administration fee. If a course is cancelled more than five days prior to the commencement date a 20% fee will apply. Cancellations within 5 days from the course start date will incur a fee of 100% of the course cost.

**Special Promotion / Offers:** Payment is required prior to the course date. No cancellation or transfers are permitted on discounted or special offer rates. Odyssey Training will charge a 100% fee of the total course cost if course is cancelled or rescheduled.

**Closed Group Sessions:** Our standard terms and conditions do not apply. Please refer to the terms and conditions on your proposal acceptance page.

All courses are subject to minimum enrolment. Odyssey Training endeavours to ensure classes are conducted on scheduled dates, but reserve the right to alter dates as required. Please contact us on 1300 793 951 before booking flights or accommodation to attend a course in one of our locations.

Odyssey Training is committed to protecting your privacy and the confidentiality and security of personal information provided by you to us. For information on our policy, please visit [www.odysseytraining.com.au/privacy](http://www.odysseytraining.com.au/privacy)