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Training Centre Terms & Conditions

Applicable for all Classroom-Based and Virtual Instructor-led Training Classes

- All courses start promptly at 09h00, the delegate is to arrive or log on by the latest 08h45 for setup
- All courses should finish by 16h00 daily, however, the final discretion is up to the Trainer, who may or may not adjust these times
- All course payments are to be made at least 5 working days before the training date
- Proof of payment to be sent to services@bakerbaynes.com or your Baker Baynes Account manager
- Baker Baynes takes no responsibility for training validation from any Professional Institutions
- Baker Baynes takes no responsibility for Autodesk Training Centre Certification requirements that may change from time to time
- For Virtual Instructor-led Training, it is the responsibility of the delegate/s to ensure that they have the relevant software installed and that their technology is sufficient to support this delivery method. It is recommended that delegates who join us online use 2 screens, if possible. One to follow the instructor and the other to practice.
- We will not allow 'make-up' time after the course for the delegates who experience loadshedding during virtual training. If you are experiencing loadshedding in your area, please inform the trainer and they will, within reason, try to accommodate you

Applicable for all Onsite/Virtual Training for individual organisations

(incl. Customised training, Specialist Series Training, Project-Based Training)

- Baker Baynes Customised, Specialist Series, and Project-Based Training will be for one organisation or project team only
- Baker Baynes will send a meeting request to the delegate details provided – these should be accepted by the delegates
- Delegates should be onsite and ready, or logged in online, 5 minutes before the start time of the training
- The trainer will schedule breaks during the training; these breaks should be adhered to, to allow time to cover the content
- All course payments to be made at least 4 working days before the training date
- Proof of payment to be sent to the relevant sales consultant.
- Baker Baynes takes no responsibility for training validation from any Professional Institutions
- Onsite/Virtual training has a limit of 8 attendees. This can be adjusted for Project-Based Training only. For groups of more than 8 attendees, the time and price will be adjusted to allow for more time to cover the content

- Training content outline/s must be accepted by the client before the training commences
- It is the responsibility of the client to ensure that their technology set-up is sufficient for the training. Baker Baynes Support desk (support@bakerbaynes.com) can assist.

Cancellations

- Booked and confirmed Training Delegates who do not arrive will forfeit the entire course fee
- Should some staff/project members not attend the training, the training will continue for those who are present and no 'make-up' time will be scheduled. In cases where the payment was made per delegate, the no-shows will forfeit their course fee
- Organisations booked and confirmed for training will have until 4 working days before the course start date to postpone and defer their booking. Any changes after 4 working days will not be accepted and the organisation will forfeit the entire fee

Refunds

- No refunds will be paid under any circumstances. Courses will be rescheduled where relevant.