

# Credit Card Payment



Human Resources Pty Ltd

Company Name:			
Address:			
Suburb:		Postcode:	
Contact Name:			
Contact Phone Number:			
Email:			
Date of Course:			
Course Name:			
Name of Participant:			
Amount \$			
Invoice Number:			
Charge Type:	<input type="checkbox"/> Part Payment (individual students only)		
	<input type="checkbox"/> Payment in Full		

Please e-mail this form to [info@mentorhr.com.au](mailto:info@mentorhr.com.au)

or

Fax: 03 5221 8966

Card Number:			
CVV Number:		Expiry date:	
Mastercard	Visa (please circle)		
Name on Card:			

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

All due professional care and respect will be given to the confidentiality of Vocational Education and Training information acquired during the operation of Mentor Human Resources Pty Ltd (Mentor) as a Registered Training Organisation, and staff members will ensure conformity to all relevant privacy legislation.

Mentor is bound by the *Information Privacy Act 2000* and has adopted the *Privacy Principles* contained in privacy laws as the minimum standards in relation to handling personal information in the provision of its services.

The credit card details provided on this form will only be charged a fee in line with the Cancellation Policy when a person does not attend a confirmed attendance. The charges will only ever be made in arrears, with no fees collected using the provided credit card details before the confirmed date of attendance.

### **Cancellation Policy**

#### Public Student Fees:

- Invoicing for student fees is to occur on or after the first day of attendance, being received in arrears of training commencement.
- Students are to provide five (5) days' notice for public course enrolment cancellations and can be made in person, via e-mail, telephone or in writing.
- When a person does not attend a confirmed attendance, an invoice for \$100.00 can be issued at management's discretion to cover costs associated with venue hire, catering and material printing.

#### Company Group Bookings:

- Requests for course cancellations must be received in writing.
- 10% administration fee will apply to withdrawals received fifteen days or more before the course commencement date.
- 25% administration fee will apply to cancellations received less than fifteen days before the course commencement date.
- Full booking fee is payable for cancellations received on or after the commencement date of a course.

### **Refund Policy**

If there is a dispute once fees have been paid, Mentor will investigate the issue and provide a fair and reasonable resolution. A written request for a refund may, in exceptional circumstances, be made to Mentor for consideration.

The details provided on this form will not be stored once course attendance is confirmed and this document will be destroyed.

Any questions or concerns regarding the collection and use of the information provided on this form contact Mentor on 03 5223 9700.