COURSE CANCELLATION AND RESCHEDULING POLICY

SHIPPING AND TRANSPORT COLLEGE (PTY) LTD – STC-SA (PTY) LTD

Course Cancellation and Rescheduling Policy

Our commitment to our students at STC-SA is reflected in our flexible and understanding approach. We acknowledge that circumstances can change, and we are here to assist you with your cancellation request. While we aim to accommodate your needs to the best of our ability, it is important to note that certain fees may apply in the event of a cancellation.

Enrolment and payment requirements

All course fees for candidates not enrolled via an organisation which has a booking agreement with STC-SA, are to provide proof of payment to STC-SA Finance at least seven-days (189 hours) prior to the commencement of training. No candidate will be confirmed on training unless proof of payment has been provided. STC-SA has the right to prioritise candidates onto training programmes who have provided proof of payment over those who have not provided proof of payment.

Bookings made within seven-days of commencement of training will only be confirmed upon the submission of proof of full payment.

STC-SA maintains the right to remove candidates from the course nomination list who have failed to provide proof of payment to STC-SA Finance within two-days (48 hours) prior to the commencement of training.

Cancellation of a booking prior to commencement of training

If a cancellation of a course booking is received within seven-days (189 hours) of the commencement of training, a 15% administrative fee will be charged. STC-SA will refund 85% of course fees for the course(s) cancelled.

If a cancellation of a course booking is received within two-days (48 hours) of the commencement of training, a 50% cancellation fee will be charged. STC-SA will refund 50% of course fees for the course(s) cancelled.

Rescheduling of a booking prior to commencement of training

If a rescheduling of a course booking is received within seven-days (189 hours) of the commencement of training, no administrative fee will be charged.

If a rescheduling is received within two-days (48 hours) of the commencement of training, a 15% administrative fee will be charged. Proof of payment of the administrative fee is to be provided to STC-SA finance prior to the commencement of training.

No show

If a candidate fails to present for the first day a course before 08:30 for which they have received a confirmation of booking without prior notification to STC-SA

of cancellation or rescheduling, then the candidate will be cancelled from the course and no refund will be applicable. STC-SA Management may however give consideration to exceptional circumstances beyond the control of the candidate. Such circumstances may include, but not be limited to; death of relative, illness, car accident, unexpected traffic congestion due to some emergency, family emergency etc.. Any application for refund, or to reschedule without incurring additional booking fees must be supported with valid documentation.

If a candidate fails to present for any part of a course without prior arrangement or notification or with a valid reason such as indicated above, then the candidate will be automatically cancelled from the course and would need to reschedule to repeat the full course. Full course fees will apply. STC-SA Management may however give consideration to exceptional circumstances beyond the control of the candidate as detailed above.

If you require any further information please contact us.

Email: studentadmin1@stc-sa.co.za; studentadmin2@stc-sa.co.za;

studentadmin3@stc-sa.co.za; studentadmin4@stc-sa.co.za;

STC-SA Maritime Training Centre - Telephone Number +27 21 418 5062.