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The information and recommendations in the education and exercise program are based on the assumption of good health and the absence of physical ailments and illness and should not be treated as a substitute for professional supervision or advice. If you are currently under the care

of a medical practitioner or have injuries, disability or illness we strongly recommend that you seek professional advice before making changes to your exercise regime. If you are taking any medication always consult your doctor. Any program involving intense workouts or apparatus may put physical demands on your body therefore train at a pace that is suitable to your fitness level.

Cycle Excel cannot be held responsible for any injuries that may occur as a result of the exercises or information. If you have asthma, a heart condition, a growth condition, any ailments or have had any dizziness or chest pains we strongly advise you to consult with your medical practitioner before commencing the program. Our site is not a medical facility and no information contained in our website should be used to diagnose medical conditions of any kind.

Prior to commencing any of the activities suggested on the website please agree to our disclaimer..

Disclaimer;

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DELIVERY POLICY

The Cycle Excel online training is available immediately upon purchase, allowing instant access to training materials and online

assessment. The face to face courses will confirm location and confirmation of course is delivered within 24 hours of purchase.

REFUND POLICY

The Cycle Excel online training is delivered online allowing instant access to training materials and online assessment, if a refund is requested a refund will be available within the same day of purchase and only if the assessment process has not commenced, if the assessment process has commenced and after one day of purchase no refund is granted. There will be an administration fee of \$25 to process a refund. The refund will be credited within 30 days.

When purchasing the Cycle Excel face to face courses, It is possible to transfer to another face to face course or an equivalent online course if we are notified seven days prior to the confirmed event. There will be a \$25 transfer fee. A refund is available 30 days prior to the elected course date with an administration fee of \$50, after 30 days of elected course date no refund is available for face to face. There will be an administration fee of \$50 for all refunds. The refund will be credited within 30 days of purchase.

GUARANTEE

Upon purchase of a Cycle Excel face to face course Cycle Excel will guarantee a place in the selected course within one year of purchase. The face to face course can be transferred to an online course up to seven days prior to the selected date, allowing instant access to training and course materials. It is possible to transfer to another face to face course if we are notified within seven days prior to the event. A refund is available 30 days prior to the elected course date with an administration fee of \$50, after 30 days of elected course date no refund is available.

REPLACEMENT CERTIFICATES

We can email you a replacement certificate. The administration fee is \$25

PRIVACY STATEMENT

Cycle Excel recognises that your privacy is very important to you.

We do not share your details. We will operate by the following principles if we wish to use this Website to collect personal information about you. Personal information may include the following:

- name;
contact details; company name; mobile number; or
other information from which your identity is apparent or can reasonably be ascertained.

We will only collect, using the Website, information that is necessary for what we do. Currently, Cycle Excel gathers online customer information to enhance your online experience with us, collect payments, to improve the content of our Website and for marketing and promotional purposes. We collect information from you when you complete a registration profile, survey or choose to subscribe to our membership database.

We strive to comply with any industry privacy codes as and when they are developed. If further privacy legislation and/ or self- regulatory codes are introduced, or our Privacy Policy is updated,. Our Privacy Policy was last updated on 5 July 2019.

ONLINE SHOPPING COOKIES

Cookies are alphanumeric identifiers that are placed on your computer's hard drive through your web browser. Cookies enable our systems to recognise your browser and welcome you back to the

Store. By disabling cookies, you will not be able to participate in some of the features offered by Cycle Excel. Most Internet browsers are pre-set to accept cookies. If you prefer not to receive cookies, you can adjust your Internet browser to disable or to warn you when cookies are used. As there are many browsers in the marketplace, the easiest way to change your settings is by searching for Cookies in your Help/Contents and Index option on your browser. We recommend that you leave your Cookies enabled otherwise, you will not be able to shop with us. Our cookies don't send us back any information

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Remember to close your browser when you have finished your user session. This is to ensure that others cannot access your personal information. You are responsible for access to and security of your own computer. Whenever you voluntarily disclose information over the internet (for example, in a chat site) this information might be collected and used by others. This policy does not protect any information you post to any public forum within our site. You are ultimately responsible for maintaining the secrecy of your

username , password and other account information. Please be careful and responsible when you are using the internet and this site.

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Cycle Excel may collect personal information about you. Personal information is information or opinion about an individual whose identity is apparent, or can reasonably be determined, from the information or opinion. Apart from the purpose for which you originally provide Cycle Excel with any personal information. From time to time we may also use personal information about customers and potential customers to inform you about Cycle Excel

products, services or promotions. If at any time you no longer wish to be notified about new products, services or promotions, please let us know. Or simply unsubscribe when an email promotion is sent.

So, for instance, we would only contact you for direct marketing, using personal information collected from the Website, where: you consent; or it is impracticable to seek your consent before contacting you for direct marketing purposes, but we give you the express opportunity to decline to receive further direct marketing communications when we first contact you for this purpose (and we then comply with your wishes).

OUTSOURCING

We do not disclose your personal information. Cycle Excel will only disclose personal information if you consent, or if this is required by law or otherwise permitted under the Privacy Act. Cycle Excel does not sell, rent or trade personal information about you to or with third parties.

SECURITY OF PERSONAL INFORMATION

Cycle Excel takes reasonable steps to ensure the security of your personal information from such risks as unauthorised access, loss or misuse.

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matters outline above. By telephone on (+61) 405 514 462 between 9:00 am to 5:00 pm Monday to Friday. By email info@cycleexcel.com