



TERMS AND CONDITIONS AND REFUND POLICY

Engagement

1. Thank you for accepting our offer to present the Training Workshop Services to you. By signing the Registration form, you agree that the Registration form together with these Terms and Conditions form a contract between you and us.

Time and Place

Your payment of the Investment to us entitles you to:

1. Attend the Location during the Training Workshop Hours to receive the Workshop Services; and
2. We may change the Speakers, Training Workshop Hours and/or the Location for any reason by notifying you in writing of the change and detailing substitute
3. Should you choose to have a Training Workshop at your location, there may be an additional traveling expense. We will supply all material for the workshop however you will need to supply catering, room hire, internet access and limited AV requirements.

Workshop Hours and/or Location and:

1. We shall have no liability to you; and
2. You shall make no claim against us (including for a refund), in respect of the same.

Investment and Payment

1. You must pay to us in consideration of the Training Workshop Services:
2. The Investment Sum in one lump sum of the signing of the Registration form by you without set off, deduction or counterclaim; or
3. If we have agreed that you may pay by Installment, you must pay each Installment to us in full and without set off or deduction that Installment Sum on the Installment Payment Date.
4. Payments made under this agreement must be made by the means specified in the Registration form.
5. If you should fail pay an Installment Sum by the Installment Payment Date for that Sum then all monies owing by you to us shall become due
6. If Payment's are owed to us they must be paid immediately without set off, deduction, counterclaim or any further demand. If payment s are not made by the due dates, the Training Workshop may be cancelled and no refund or credit will be given. If Payments are not made by the due date the Investment Sum may increase to the new price stipulated in the Registration form.
7. The group discount is not in conjunction with any offers.

Transferring Tickets

1. In the event that you are unable to attend the event you have booked and paid for, you can transfer your ticket to a nominated new attendee, subject to notifying us at least 14 days before the event starts, and providing us with their full contact details. An administration fee of \$100 may apply. You may also choose to attend a different event of equal or lesser value instead. Your payments will be reassigned to the other event, subject to the following criteria: you will still need to make all required payments for the event, and you must also attend the equal or lesser valued event before December 31 in that calendar year. If there is no event prior to December 31, you will either forfeit your money, need to pay the balance to attend the original event, or you can transfer your ticket to someone else.

Refunds

1. We may cancel the Training Workshop Service for any reason by written notice to you. We will also refund you the Investment you actually paid to us within 10 days of giving you notice of cancellation. We shall have no further liability to you in respect of the cancellation.
2. Refund Policy – you acknowledge that you shall not be entitled to, and shall not claim a refund if you cancel your attendance or can't attend the workshop on the day. You further acknowledge that this is an essential term of this agreement on which we rely.

What is the reason for this policy?

From the date that you make the initial deposit or payment to attend an event, we begin planning for your attendance and incur costs accordingly, even up to twelve months before the event. Our refund policy reflects this, with the following explanations.

I can't go to the event I booked for – can I transfer to next year's event?

No. All ticket sales are only valid for the actual event booked, or within that calendar year.

Can I send someone else in my place?

Yes, you can choose who you want to transfer your ticket too. You need to notify us in writing via email or by fax on +61 7 5588 5122 at least 14 days before the event starts. You need to provide us with the new attendee's full name, address, phone numbers, and email address. You will receive written confirmation of the ticket transfer, and the new attendee will also receive written confirmation that they are now the ticket holder. Please note that a \$100 administration fee may apply.

I have booked in to attend an event, and because I can no longer make it, I would like to attend a different event of a equal or lesser value instead. Can I do this?

Yes. In this case we will reassign your payment to the other event, subject to the following criteria; You will still need to make all the required payments for that event, and you must also attend the equal or lesser value event before December 31 in that calendar year. If there is no event prior to December 31, you will either forfeit your money, need to pay the balance to attend the original event, or you can transfer your ticket to someone else.

What happens to my money if I don't turn up or cannot attend?

If you don't attend you will forfeit your money, or you can transfer your ticket to someone else as above. Remember, we have already accounted for your attendance in our expenditure so it is not possible to either obtain a refund, or have the funds paid held in credit for another event.

Thank you for your understanding; we look forward to welcoming you at the training workshop you have chosen to attend.