

Terms and Conditions – Public Programmes

These terms and conditions are to be read in conjunction with the details outlined in our Brochure. Acceptance of these conditions is assumed once you register a participant on the programme and/or payment is made for the programme.

Payment Terms

The fees are in our Brochure. We will provide you with an invoice as follows:

- Single workshop: 100% of the fee invoiced in advance of the workshop.
- Programme of workshops: option to have the fee invoiced 100% in advance of the first workshop; or 50% in advance of the first workshop and 50% midway through the programme.

All fees quoted in the Brochure are valid for that programme. Invoices are payable within 14 days or if agreed by us, 20th of the month following the date of the invoice. Payment method is via Electronic Funds Transfer and details of our account will be included on the invoice.

Cancellations

No refund will be given for participants who are registered but do not attend the programme, nor for participants who withdraw from the programme partway through. Any cancellations, requests for transfers, or deferrals received 20 business days or less from the programme start dates are subject to penalty fees excluding GST as listed below. Full refunds can be obtained up to 20 business days before the programme start date.

Notification received	20 or more business days	10 - 20 business days	10 business days or less
Cancellation Fee	A full refund will be provided	50% of the programme fee	100% of the programme fee
Transfer Fee	Free	\$200	\$500

In the unlikely event we cancel any programme for any reason we will give you as much notice as we possibly can but will not be liable for airfare, hotel or any other costs incurred by the participants. For programmes cancelled by us, participants have the option to be transferred to a programme at a later date or the programme fee fully refunded.

Transfer Conditions

Participants are allowed a maximum of one transfer (subject to fees above for any transfer reason) within 12 months of the original programme commencement date. Outside these terms, the transfer will be considered cancelled and no refund provided. Participants transferring to another programme or programme date will be required to pay the original invoice fee.

Substitutions

Registered participants may be substituted at no extra charge. Please notify us in writing at least 5 business days prior to the programme start date at pauline@anneelderknight.com.

Personal Information and Privacy

All information and personal details obtained by us will only be captured for use in providing our Services and will not be sold or shared with anyone else. We reserve the right to record, video or have photos taken which may be used in public locations (like websites) for future marketing use by us.

Confidentiality

We recognise that during the programme all participants will become privy to sensitive and confidential material. Therefore, all parties will respect each other and will not knowingly or deliberately divulge this material to third parties.

Intellectual property

All copyright and other intellectual property rights relating to the programme materials are either owned by or licensed to us. Copying, adaptation or any other use of all or any part of it without our express permission is strictly prohibited.

Liability

All advice, reports, recommendations, and suggestions by us are general in nature. We will use all reasonable skill and care in the preparation and presentation of the programme.

The participant's organisation accepts they are responsible for verifying that the programme is suitable for their participants.

By registering to participate, you agree to release us from any and all liability.

June 2019