



Gowrie Victoria Adult Learning Calendar Professional Development Terms and Conditions

1. CALENDAR PROFESSIONAL DEVELOPMENT PRODUCT LIST

The Terms and Conditions described in this document apply to the following Gowrie Victoria Adult Learning Calendar Professional Development products only:

- Theory into Practice Sessions and Series (Face to Face)
- Webinars (Online Single Sessions)

2. BOOKINGS FOR CALENDAR PROFESSIONAL DEVELOPMENT

All bookings for Gowrie Victoria Adult Learning Calendar Professional Development session must be made via the Gowrie Victoria Online Booking System (www.gowrievictoria.org.au/bookings) OR telephone (03 9362 2210). Bookings are open up until two days prior to the commencement of a session and/or series. Gowrie Victoria reserves the right to cancel a session and/or series (see 4.2 below).

2.1 BOOKING CONFIRMATION

All bookings will be confirmed via email outlining session schedule and participant details. A tax invoice will be attached to the booking confirmation email to the booking contact and the nominated billing contact. All bookings are deemed to be confirmed once an invoice has been sent. If a booking confirmation (and tax invoice) is not received by the booking contact within 2 business days, please contact Gowrie Victoria Adult Learning via email training@gowrievictoria.org.au OR telephone (03 9362 2210).

2.2 CHANGES TO BOOKINGS

Requests for amending a booking should be made in writing to training@gowrievictoria.org.au no less than 14 days prior to the session date. Refer to Section 4 Cancellation and Refund Policies for cancelling a booking.

3. PAYMENT INFORMATION

A booking confirmation and tax invoice will be sent via email to the booking contact and nominated billing contact. Payment must be made prior to the Professional Development session and within 14 days of the invoice date. Payment options include:

- **Credit card (VISA or MASTERCARD)**

The Gowrie Victoria Online Booking System (www.gowrievictoria.org.au/bookings) utilises eWAY, a secure payment gateway for immediate processing of payment at the time when an online booking is made. To pay a tax invoice via credit card offline, call Gowrie Victoria reception on 03 9347 6388 and quote your tax invoice number and invoice amount.

- **Cheque**

Detach the remittance advice from your tax invoice and mail it together with your cheque to:

Gowrie Victoria
36 Newry Street
Carlton North VIC 3054

- **Direct Deposit**

When making payment via direct deposit, quote tax invoice number in the payment reference field and email a copy of the direct deposit remittance advice to finance@gowrievictoria.org.au.

Contact Gowrie Victoria Adult Learning

P (03) 9362 2210

E training@gowrievictoria.org.au

Last updated 24/11/16



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4. CANCELLATION AND REFUND POLICIES

4.1 CANCELLATION OF BOOKINGS

Cancellation requests must be made in writing to training@gowrievictoria.org.au no less than 14 days prior to the session date. Any requests made within 14 days prior to the session date will not be eligible for refund and the tax invoice for the relevant booking/s will remain payable.

4.2 CANCELLATION OF SESSIONS AND/OR SERIES

Gowrie Victoria reserves the right to cancel a session and/or series if the minimum number of bookings is not received 14 days prior to the session date and/or series commencement date, or on shorter notice in exceptional circumstances outside Gowrie Victoria's control. Please be sure to book at least 14 days prior to a session to ensure your place. If it is necessary to cancel, relocate or defer a session, the booking contact and participants will be contacted by telephone and email. Upon cancellation of a session by Gowrie Victoria, a full refund will be offered to the nominated billing contact.

4.3 REFUND PROCESSING TIME

Please allow up to 14 days administrative processing time following notification of refund request approval.

4.4 OUTSTANDING ACCOUNTS

No further bookings will be accepted until all outstanding accounts have been paid. Any invoice dispute has to be raised within 14 days from invoice date in writing to training@gowrievictoria.org.au

5. CERTIFICATE OF ATTENDANCE

Certificate of attendance will be issued to participants via email approximately 30 days after a session, given the following criteria are met:

- Full payment has been received for the participant;
- The participant's attendance at the session has been verified*

* Participants should arrive 15 minutes prior to session start time and sign in (or log in for webinars).

Participant attendance cannot be verified and therefore certificates will not be issued if a participant does not sign the attendance list provided at the session (or logged into the webinar)

Certificate of attendance will be issued in the name of the participant provided at the time of booking (as listed in the booking confirmation). Refer to Section 2.2 Changes to Bookings for more details.

6. PRIVACY

Gowrie Victoria collects personal information (PI) about participants to allow it to process an application for training services and to conduct training and may, for this purpose, disclose such PI to third parties, including but not limited to agents, contractors, service providers and, as required, to Australian regulatory authorities. Gowrie Victoria does not share any PI with third parties for marketing or spam purposes. Gowrie Victoria will also use and handle PI as set out in its Privacy Policy, which can be viewed at <http://gowrievictoria.org.au/privacypolicy/>.

In addition to any use that may be outlined in Gowrie Victoria's Privacy Policy, Gowrie may, for an indefinite period, unless otherwise advised, use the PI for promotional, marketing, publicity, research and profiling purposes. The Privacy Policy also contains information about how training participants may opt out, access, update or correct



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any PI have provided to us, how to complain about a breach of the Australian Privacy Principles or any other applicable law and how those complaints will be dealt with.