

### 1. APPLICATION OF TERMS & CONDITIONS

- 1.1** Gowrie Victoria agrees to supply the Phone Support described in the Booking Confirmation Email to the organisation specified in accordance with these Terms and Conditions.
- 1.2** These Terms and Conditions apply to all purchases of Training Products. By submitting an order you agree to be bound by these Terms and Conditions.

### 2. PHONE SUPPORT FOR EARLY LEARNING SERVICES AND PROFESSIONALS

- 2.1** These Terms and Conditions apply to the following Gowrie Victoria Training product only:
- Phone Support time blocks
- 2.2** Please note that Customised Training Sessions and Coaching Programs are not included on this list as they are subject to the terms of individual contracts between Gowrie Victoria and the Booking Services/Organisations.

### 3. PAYMENT INFORMATION

- 3.1** Payment must be made prior to the commencement date of your first Phone Support call or within 14 days of the tax invoice date, whichever is earlier. A tax invoice will be sent via email to the booking and billing contacts. Payment may be made via credit card, cheque or direct deposit via BPAY.

**3.2 PAYMENT VIA CREDIT CARD (MASTERCARD OR VISA).**

To make a payment via credit card please call Gowrie Victoria Training on 1300 4 GOWRIE and quote your tax invoice number and invoice amount. You can find this invoice number on the tax invoice emailed to the nominated billing contact.

**3.3 PAYMENT VIA CHEQUE**

Please detach the remittance advice from your tax invoice and mail this together with your cheque, with the tax invoice number, to:

Gowrie Victoria  
1 Seafarer Lane  
DOCKLANDS VIC 3008

**3.4 PAYMENT VIA DIRECT DEPOSIT (using BPAY)**

Please follow the instructions on the invoice to make a direct deposit via BPAY.

### 4. BOOKING PHONE SUPPORT TIME AND REQUESTING CHANGES

- 4.1** Once the Phone Support call time has been booked with Gowrie Victoria, a booking confirmation email will be sent to the booking contact. On receiving the confirmation, please thoroughly check the booking details to ensure they accurately reflect what has been agreed.
- 4.2** Requests for any changes or corrections to your booking confirmation must be put in writing to Gowrie Victoria at least three days before the phone support call date.
- 4.3** If participants don't join a support call that has been booked and confirmed, the original charged will still be applied

### 5. USING YOUR PHONE SUPPORT BLOCK AND EXPIRATION

- 5.1** The minimum amount of time that can be purchased for Phone Support is a 2 hour time block.
- 5.2** The minimum amount of time that a Phone Support session can be booked for is 30 minutes. If a session runs over the amount of time it was initially booked for, the consultant will confirm that another 30 minute time block will be used up before proceeding.
- 5.3** Phone Support hours expire 6 months from the date of your first Phone support call session.

**6. REFUND POLICY: CANCELLATION OF BOOKING BY THE BOOKING ORGANISATION**

**6.1** Cancellations must be in writing to [training@gowrievictoria.org.au](mailto:training@gowrievictoria.org.au) and charges are calculated from the rate of receipt of your cancellation notice in relation to the confirmed date. Any cancellation received less than 14 days prior to the start date will incur the following charges:

Less than 3 days' notice prior to the start date	100% of total cost
3 – 13 days prior to the start date	50% of total cost
14 days prior to the start date	No fee

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

**7. REFUND POLICY: CANCELLATION BY GOWRIE VICTORIA**

**7.1** If it is necessary to cancel, relocate or defer a Phone Support session, the booking contact will be notified by phone and email. All effort will be made by Gowrie Victoria to work with the booking contact to relocate or reschedule a session in the first instance.

**7.2** If cancellation by Gowrie Victoria occurs and relocation or rescheduling is not mutually agreed, a full refund will be offered to the booking contact.

**7.3** Refund processing time: Please allow up to 14 days administrative processing time following notification of cancellation.

**8. OUTSTANDING ACCOUNTS**

**8.1** No further bookings will be accepted until all outstanding accounts have been paid.

**9. CERTIFICATE OF ATTENDANCE**

**9.1** Certificates are not issued for Phone Support.

**10. PHONE SUPPORT CALL SESSION START AND END TIMES**

**10.1** To allow the Phone Support to commence as scheduled, please ensure participants are prepared to receive the Phone Support call from our consultant at the arrange date and time.

**10.2** To ensure the quality and ease of a Phone Support session, please ensure participants are in a quiet location with a reliable phone line.

**10.3** If the participants are late joining the call, the session will still finish at the originally agreed time.