

TERMS AND CONDITIONS FOR COURSES REFUND POLICY

COURSE VIABILITY

AAA's courses are conducted subject to sufficient registrations. Course viability is assessed two weeks prior to the commencement of the course when a decision will be made to confirm or cancel. If a course is cancelled all registered participants will be notified and a full refund will be paid to the participant or organisation that paid for the course, or transfer to another course within a 6 month period, without fee.

FAILURE TO ATTEND

AAA determines course viability on the number of registered participants. AAA will not be liable for changes in organisational or individual circumstances which prevent attendance. No refunds or transfers will be considered for failure to attend.

SUBSTITUTION

If a participant is unable to attend, a substitute is welcome. AAA must be advised prior to the commencement of the course.

WITHDRAWAL

Notification of withdrawal should be provided in writing, this may be by fax or email. The date of notification of withdrawal will be established from the fax or email-generated date. Phone notification will not be accepted unless followed by a fax or email notification within 24 hours of the phone call.

14 Days or less prior

Should you withdraw from a course 14 days or less prior to the commencement date of the course, no refund will be payable. If your organisation has not already paid they will still be responsible for the full course cost. Exceptional circumstances will be considered at AAA's discretion.

More than 14 days prior

If you withdraw from a course more than 14 days prior to the commencement date of the course, and notification is received in writing, a refund will be issued less an administration fee of \$55 per person. Please note: Postage is not proof of receipt. If you have posted notification of withdrawal it is advisable to follow up with a phone call to ensure that it has been received at AAA.

COURSE TRANSFERS TRANSFER

Transfer to another AAA course is accepted if written notice is provided more than 14 days prior to the commencement date and the course is the same.

COURSE FEES AAA COURSE INFORMATION

All course fees are advertised in the course marketing material and on the AAA website. Unless stated otherwise, fees cover the training, all course materials, catering and are inclusive of GST.

PAYMENT TERMS

Full payment must be received prior to the commencement date to secure a place in a course.

CONFIRMATION OF ENROLMENT

Participants will be sent a confirmation letter (and for EMAA and EMAA Update courses their EMAA Manual) via the work address (unless stated otherwise) provided on the registration form two weeks prior to the commencement of the course. It will provide details of the venue, times and any other requirements. If you haven't received the EMAA Manual (if applicable) and confirmation letter ten days prior, please contact AAA.

DISCLAIMER

Active Ageing Australia will take all reasonable steps to ensure that the documented trainer/s are present at the course. However, in the event of an unforeseen withdrawal of a trainer, a suitable replacement trainer/s will be selected. AAA Trainers endeavour to provide current and accurate information at all courses. All information presented is intended to be general and should not be relied upon as professional advice applying to specific circumstances. Active Ageing Australia also disclaims all liability from actions taken in response to information presented by trainer/s at the course.

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