

Terms and Conditions for Professional Learning

On booking *Professional Learning Workshops or Seminars* with Raising Literacy Australia via Eventbrite, you are agreeing to the terms and conditions stated below:

Rescheduling a booking

- In the event of re-scheduling a booking to an alternative Professional Learning session, no fees will apply.
- The re-scheduled booking must be made within 12 months of the original booking. The booking will expire after 12 months and no refund will be applied.
- In the event that Raising Literacy Australia reschedules no fees will apply. If the re-schedule date does not suit, a full refund will be issued within 14 business days.

Transferring a booking

- In the event an attendee can no longer attend a session, we allow the attendee to transfer their booking to another person, however the invoice must be paid in full prior to the transfer of name.

Cancelling a booking

- Failure to attend on the day of a professional learning session, will result in no refund or credit being issued. An administration fee of \$25.00 will be added to your invoice to cover catering costs/materials organised for the event.
- With less than 10 business days' notice of cancellation, no refund will apply. A credit for an alternative session, within a 12month period, can be issued. An administration fee of \$25.00 will apply to cover catering costs/materials organised for the event.
- With at least 10 business days' notice of cancellation, you may have a credit for an alternative session, within a 12 months period. No fees will apply.
- With 20 business days' or more notice, you may have a credit for an alternative session OR a full refund can be issued. No fees will apply.
- In the event that Raising literacy Australia cancels a session no fees will apply and a full refund will be issued within 14 business days' of event being cancelled.

To cancel or reschedule a booking please email training@raisingliteracy.org.au

Overdue Invoice/s

- If your invoice becomes 7 days overdue you will be required to pay any unpaid fees that are outstanding immediately, plus a late administration fee of \$15.00. If your invoice continues to be unpaid, Raising Literacy Australia reserves the right to refer your account to a debt collection agency/or law firm.
- In the event where your overdue account is referred to a debt collection agency and/or law firm, you will be liable for all costs which would be incurred as if the debt is collected in full, including legal demand costs.

For further clarification on our terms and conditions, please email:

training@raisingliteracy.org.au