

## Terms and Conditions

Course dates, times, venues, learning content and facilitators are occasionally subject to change. Should these change, Business South will make every effort to inform you of these changes prior to the programme commencement.

Should a course, conference or event fail to attract a minimum number of participants, Business South reserves the right to cancel the programme.

### Public training programmes

Business South will confirm all registrations and programme arrangements before the course commences. Course fees are due for payment within 10 business days after date of invoice.

- Substitution of participants is permitted at any stage and will not incur a fee.
- Transfer requests received at least 10 business days prior to programme commencement are permitted with no fee incurred.
- Transfer requests received between 5 and 9 business days prior to programme commencement will incur a fee of \$200.
- Cancellation requests received at least 10 business days prior to programme commencement are permitted with no fee incurred.
- Cancellations received less than 10 business days prior to programme commencement will not be entitled to a refund.
- Failure to attend any programme incurs the full fee with no refund.

### Conferences and forums

Business South will confirm all registrations and arrangements before the conference/forum commences. Course fees are due for payment within 10 business days after date of invoice.

- Substitution of participants is permitted at any stage and will not incur a fee.
- Cancellation requests received at least 20 days prior to programme commencement are permitted with no fee incurred.
- Cancellations received less than 20 days prior to programme commencement will not be entitled to a refund.
- Failure to attend any conference, event or forum incurs the full fee with no refund.

### In-House and In-Company training programmes

Course fees are due for payment within 10 business days after accepting the quote. If an In-House/In-Company training programme is transferred to another date or cancelled, a \$200 administration fee will apply plus any costs already incurred must be reimbursed in full. This may include facilitators flights and accommodation, development and customisation costs of course material.

We look forward to welcoming you.