



**Supporting active
lives at any age.**

TERMS AND CONDITIONS FOR COURSES

COURSE VIABILITY

AAA's courses are conducted subject to sufficient registrations. If sufficient registrations are not received by 10 business days prior to the commencement of the course, the course will be cancelled.

In such a case, all registered participants will be notified and eligible to either a full refund (paid to the participant or organisation that paid for the course), or transfer to an equivalent course within a 6 month period (without fee).

Active Ageing Australia reserves the right to cancel or change scheduled times, locations of workshops.

CONFIRMATION OF REGISTRATION

Participants will receive email confirmation of registration when they register via the website along with the required course information and materials via the provided email address (unless stated otherwise) on the registration. It will provide details of the venue, times and any other requirements and relevant pre-information. If you don't receive the confirmation email or if you are having trouble accessing the course materials via the links please contact AAA for assistance.

DATA COLLECTION

Active Ageing Australia collects the information provided pursuant to the registration for the purpose of processing your registration. Active Ageing Australia may also use this information for statistical purposes including reporting to other bodies.





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COURSE ATTENDANCE

Participants will need to be available to attend the full course hours.

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 course commencement date.

GROUP BOOKINGS

An upfront deposit of 30% of the total booking fee is required for group bookings of three or more course participants. Due to the limited spots available in each workshop, if the deposit is not received the places will be considered **unconfirmed** and the course booking will be open to other registrants.

COURSE TRANSFER POLICY

If a participant is unable to attend, they may be eligible to transfer into a scheduled workshop on a different date, this will incur a \$60 administration fee. Transfers are only available 10 business days or more of course commencement, after which transfers are no longer offered. A transfer may only be made once per participant. Phone notification will not be accepted unless followed by email notification within 24 hours of the phone call.





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SUBSTITUTION

If a participant is unable to attend, a substitute is welcome. A substitution may only be made once per participant. AAA must be advised prior to the commencement of the course. A substitution made within 10 business days of the course date will incur a \$60 administration fee. Phone notification will not be accepted unless followed by email notification within 24 hours of the phone call.

PARTICIPANT CANCELLATION

Notification of cancellation of registration must be provided in writing. The date of notification of cancellation will be established from the email-generated date. Phone notification will not be accepted unless followed by email notification within 24 hours of the phone call.

- No refund will be given where less than 5 business days' notice is given prior to the course date.
- A 50% refund will apply where between 5 and 14 business days' notice is given prior to the course.
- A full refund will be given where a minimum of 15 business days notice to cancel is given prior to the course.

FAILURE TO ATTEND

As AAA courses are conducted subject to sufficient registrations, no refunds or transfers will be considered for failure to attend. AAA will not be liable for changes in organisational or individual circumstances which prevent attendance.





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IN-HOUSE COURSES

(MEMBER ONLY SERVICE)

The quoted price by Active Ageing Australia is a flat rate based on the workshop with a capacity of 10 people. Organisations are responsible for filling in-house courses. Organisations must send a completed participant list to Active Ageing Australia before 15 business days of course commencement. A memorandum of understanding outlining the requirements and responsibilities of both parties will be provided to the organisation upon acceptance of the quote.

REGIONAL WORKSHOPS REQUIRING TRAVEL

(the following to be provided by client if required)

- Return airfares
- Accommodation and meal allowance
- Care hire and fuel

Active Ageing Australia, 118 Richmond Road, Marleston

Telephone enquiries (08) 8423 0960

Email: admin@activeageing.org.au

 **activeageing.org.au**

