

TERMS AND CONDITIONS

All RCSA events and learning & development activities (programs, courses, workshops and webinars) are bound by these terms and conditions. By booking to attend, you are agreeing to be bound by these terms and conditions.

Bookings & Payments

Payment is required upon booking. You will receive a booking confirmation email when registering and paying through the website. You can also access Tax Invoices through your member portal My Dashboard. Should you require an invoice for immediate payment, please contact the [RCSA Events and L&D Team](#) on the number below. Payment is required to secure your registration and if RCSA do not receive payment within two business days the registration will be cancelled.

For all bookings less than \$1,000, full payment is required at time of registration. For any bookings over \$1,000 please contact the [RCSA Events and L&D Team](#) to request payment via direct deposit.

Group booking options apply for webinar and/or video workshop registrations. Bookings can be made online using the registration options via our Learning & Development calendar. To qualify for Continuing Professional Development (CPD) recognition at time of booking, you must list all persons involved, otherwise notify the [RCSA Events and L&D Team](#) of whom attended the training. RCSA will not be responsible of allocation of CPD points if group names are not provided.

Cancellations

Where you cancel your booking*

For all RCSA events and L&D activities (excluding RCSA Conferences and Industry Award Nights), full refunds of payments for cancellations of bookings will be made where you or your firm provide more than five (5) business days' written notice to RCSA of the cancellation of booking. Please note that a failure to reply to communications from the RCSA will not be deemed a cancellation. Cancellations within 5 days of the date the activity was scheduled to commence will not be refunded.

Cancellation for bookings will incur a fee of \$25.00 AUD or 5% of the total fee paid; whichever amount is greater. We do not provide any refunds for non-attendance or absence on the day. We can, however, provide a name change or substitution of the booking at no additional charge.

*NEST – For all NEST registrants, cancellations during the term of the program (12months) will not result in a refund of fees paid. Where the organisation has paid for the program, the registration may be transferred to a colleague. When the individual has paid for the program, upon cancellation, no refund or transfer of attendee may be provided.

Where RCSA cancels an event and/or L&D Activity

With the exception of acts, events or circumstances beyond RCSA's control, outlined below, where RCSA cancels an event and/or L&D activity you will be reimbursed, in full, for the booking payment of that particular event and/or L&D activity. However, RCSA will not be liable for reimbursement of any other fees, charges or associated costs related to your scheduled attendance at that event.

Where acts, events or circumstances beyond RCSA's control:

- a. make it impossible or impractical to hold an event either as scheduled, or at all; or
- b. cause RCSA to conclude that, in its reasonable opinion, it is necessary to cancel or reschedule an event for the safety or wellbeing of attendees, subcontractors or staff,

then RCSA reserves the right to cancel or reschedule the event and retain the booking payment, or part thereof, to cover reasonable non-recoverable costs of the event.

Video Workshop Cancellation

Video Workshop sessions are live interactive workshops and, unless otherwise notified by RCSA, are not recorded and therefore will not be available to view following their completion. Any no-show attendees will be marked absent and will be considered as a non-refundable transaction.

Learning & Development Activity Minimum Booking Requirement

There are a minimum number of bookings required for each activity to proceed, please confirm by speaking with a member of the [RCSA Events and L&D Team](#) that the activity is proceeding as planned before booking flights or accommodation.

Delivery Times

The times listed for all RCSA events and learning & development activities are displayed in Melbourne Time (Australian Eastern Standard Time or Australian Eastern Daylight-savings Time), unless otherwise specified.

Travel & Accommodation

Attendees who need to book travel and /or accommodation to attend an RCSA event and/or L&D activity do so with the understanding that the RCSA will not provide refunds for flights or accommodation booked if the event and/or L&D activity cancels for any reason.

Webinars

Payment for webinars is non-refundable. If you are unable to attend the webinar after you complete your booking, a link to the webinar recording will be sent to you after the session.

The times listed for webinars are displayed in Melbourne Time (Australian Eastern Standard Time or Australian Eastern Daylight-savings Time), unless otherwise specified.

All live webinar bookings are entitled to access the recorded live session for a maximum period of 5-days only.

Live online webinars and webinar recordings are per person viewing only. They may not be distributed to another person nor may they be used for group viewings.

If you wish to host a group viewing for team, please contact the [RCSA Events and L&D Team](#) for pricing.

Learning & Development Activity Date Changes

In the event of a learning and development course being postponed due to insufficient enrolments, participant registrations are automatically shifted to the new date; in the event the workshop new date is not viable then a full refund will be made available.

Refunds only apply to workshops deliveries; webinar enrolments will receive a copy of the recorded live session.

Learning Outcomes

RCSA applies all reasonable care and skill to deliver high quality events and learning & development activities however, is not liable for the outcomes.

Privacy

The collection of your personal information is essential for the successful conduct of our events and normal activities. The information we collect about attendees is used to facilitate event activities, and to notify you of our other events and activities. Credit card information is not stored as part of the event attendees personal details and is not stored by RCSA systems or databases.

In registering for this event, relevant details may be incorporated into a delegate list for the benefit of all delegates (name, organisation and state). Further details may be available to third parties directly related to the event including RCSA staff, contractors or suppliers, venues and accommodation providers. These parties are aware that they are only authorised to use the information for the purpose provided.

As the employment industry's peak body, RCSA is serious about building beneficial partnerships and our valued sponsors and partners provide essential support in enabling us to continue to offer our services. Some events are sponsored and sponsors may be supplied with the full name, title, organisation, state, phone and email addresses of those attendees who do not 'opt out'.

Should you not wish for your details to be passed on for any of the above purposes, please indicate this by phone or email. You may opt out of our communications at any time, either completely or partially. We value and respect your privacy. Please view our full [Privacy Policy](#) available on the website or upon request from staff.

Behaviour

RCSA reserves the right to prohibit entry of any person to an event or learning & development activity, or to eject any person, based on behaviour deemed inappropriate by RCSA staff and/or its agents and others working under its authority. Promotional materials may not be distributed at the event except by event facilitators, authorised sponsors and exhibitors. Attendees violating this policy will be asked to leave the event or activity.

COVID-19

All RCSA events will be run in compliance with the local Government's health orders where the event is being held. These will impose density limits and other COVID-19 safe requirements that will be communicated to you prior to the event commencement date where necessary.

RCSA will offer a full refund of your registration fee if you notify the RCSA (prior to the event/session start time in writing) that you are unable to attend the event due to:

- changes in your organisation's protocols regarding event attendance;
- you present with flu like or COVID-19 symptoms pre-event; or
- you are unable to attend and/or refused entry to an RCSA event/session venue due to COVID-19 safe requirements.

RCSA cannot be held liable for any exposure to the COVID-19 virus from your decision to attend an RCSA event and L&D session. You release RCSA from any claims associated with the same.

Further information

RCSA Australia & New Zealand

P: +61 3 9663 0555 (Australia) or 0800 441 904 (New Zealand)

E: trainingevents@rdsa.com.au

www.rdsa.com.au or www.rdsa.org.nz