

## TERMS AND CONDITIONS

All RCSA events and learning and development activities are bound by these terms and conditions. By booking, you are agreeing to be bound by these terms and conditions.

### Bookings & payments

Payment is required with 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 RCSA on the number below. Payment is required to secure your registration and if we do not receive payment within two business days the registration will be cancelled.

Group bookings can also be done through the online registration system. Our office is also happy to help with group bookings. Please contact us using the details below. In the case of group bookings, please include a list of all attendees in the same booking. Group discounts are only applicable at the time of booking, where registrants are attending an event in the same city.

### Event Cancellations

For all RCSA events (for example: Industry Awards Night, Annual Conference), full refunds of fees for cancellations of event bookings will be honoured where more than three (3) business days' written notice is provided. Please note that failure to return communications from the RCSA will not be deemed a cancellation.

If, for whatever reason, you book and are unable to attend, you may send a substitute by providing their name in writing to the RCSA prior to the event.

### Video Workshop & Workshop cancellation

A full refund will be given for cancellation made at least five (5) business days prior to the event date. Cancellation can be made via email or phone. Any cancellation after that time will not be refundable.

Please note that failure to return communications from the RCSA will not be deemed a cancellation. We do not provide any refunds for non-attendance or absence on the day. We can, however, provide a name change or substitution on the booking free of charge.

Note: there are a minimum number of enrolments required for the course to run, please confirm by speaking with a member of the Learning & Development team that the event is running as planned, before booking flights or accommodation. Attendees who need to book travel and /or accommodation to attend an RCSA event, do so with the understanding that the RCSA will not provide refunds for flights or accommodation booked if an event cancels for any reason.

The times listed are displayed in Australian Eastern Standard Time - Melbourne Time, unless otherwise specified.

The live Video Workshop session is not recorded, therefore will not be available to view post the scheduled date. Any no-show attendees will be marked absent and will be considered as a non-refundable transaction.

## Webinar cancellation

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

## Learning & Development 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 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 or you may elect to transfer to another training topic

## 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 eject any person from an event 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.

## Further information

RCSA Australia & New Zealand

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

E: [info@rdsa.com.au](mailto:info@rdsa.com.au)

[www.rdsa.com.au](http://www.rdsa.com.au) or [www.rdsa.org.nz](http://www.rdsa.org.nz)