

## TERMS AND CONDITIONS

All RCSA events and learning & development activities (programs, courses, workshops, webinars) are bound by these terms and conditions. By booking to attend an RCSA event or participate in our learning and development activity, 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 booking and if we do not receive payment within two business days the booking will be cancelled.

**Learning & Development Training:** for all bookings less than \$1000 full payment is required at time of booking. For any bookings over \$1000 please contact [L&D](#) to request payment via direct deposit.

Group bookings options apply for webinar and or video workshop bookings. Bookings can be made online using the booking options via our Learning & Development calendar. To qualify for Continuing professional Development (CPD) recognition at time of booking list all persons involved otherwise notify [info@rdsa.com.au](mailto:info@rdsa.com.au) of whom attended training. RCSA will not be responsible of allocation of CPD points if group names are not provided

### Event Cancellations

#### Where you cancel your booking

For all RCSA events (excluding the RCSA Conference) full refunds, of payments for cancellations of event 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 for event bookings will incur a fee of \$25.00 AUD or 5% of the total fee paid; whichever amount is greater.

If, for whatever reason, you book to attend an event and are then unable to attend, you may send a substitute, by providing the substitutes name in writing to RCSA prior to the event, at no additional charge.

#### Where RCSA cancels an event

With the exception of acts, events or circumstances beyond RCSA's control, outlined below, where RCSA cancels an event you will be reimbursed, in full, the booking payment for that particular event. 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 & Workshop Cancellation**

#### **Where you cancel your booking**

For all RCSA learning & development activities a full refund will be given for cancellations made by you, or your firm, at least five (5) business days prior to the date the activity was scheduled to commence. Cancellation can be made via email or phone. Cancellations within 5 days of the date the activity was scheduled to commence will not be refunded.

Cancellations to Video Workshops or Workshop bookings will incur a fee of \$25.00 AUD or 5% of the total fee paid; whichever amount is greater.

Please note that failure to respond or reply to communications from 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 of the booking at no additional charge.

#### **Where RCSA cancels a learning & development activity**

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

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

- c. make it impossible or impractical to hold an event either as scheduled, or at all; or
- d. 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.

### **Learning & Development Activity Minimum Booking Requirements**

There are a minimum number of bookings required for each activity to proceed, please confirm by speaking with a member of RCSA's learning & development team that the activity is proceeding as planned before booking flights or accommodation.

Video Workshop sessions are live interactive workshop and, unless otherwise notified by RCSA, are not recorded and therefore will not be available to view following their completion.

### Delivery Times in Melbourne Time

The times listed for Webinars, Video Workshops and or Workshops are displayed in Australian Eastern Standard Time - Melbourne Time, unless otherwise specified.

### Associated Travel & Accommodation

Attendees who need to book travel and /or accommodation to attend an RCSA event or learning opportunity, do so with the understanding that the RCSA will not provide refunds for flights or accommodation booked if an event 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 Australian Eastern Standard Time - Melbourne 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 teams, please contact our learning & development team for pricing.

### Learning & Development Activity Date Changes

In the event of a learning & development activity, other than a webinar, being postponed due to insufficient enrolments, participant bookings are automatically shifted to the new date. In the event the new learning & development date is not viable then a full refund will be made available.

Refunds only apply to workshops deliveries.

### Event and Learning & Development Outcomes

RCSA applies all reasonable care and skill to deliver high quality events and learning & development activities yet, 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.

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 eject any person from an event or activity 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.

### **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)