



Once your booking is confirmed, please be aware that the following Terms and Conditions apply for cancellations or changes to training dates.

The following Terms and Conditions apply, unless otherwise agreed in writing, to courses, workshops, keynote addresses or presentations of whatsoever nature ('the training') booked to be delivered by Accidental Counsellor Pty Ltd.

### Invoicing Terms

An invoice will be issued on completion of delivery of the training. All invoices are payable within 30 days from invoice date. For training delivered outside of Sydney, airport parking, flights, accommodation, meals and other reasonable expenses will be charged on a cost recovery basis.

### Cancellations of Training Dates and Refunds

- If the booking is cancelled more than 14 days, but less than 30 days prior to the course date, a 20% fee (of the quoted rate) will be charged.
- A cancellation of any booking less than 14 days, but more than 7 days, before the course date will incur a fee of 50% of the quoted rate.
- A cancellation of any booking which occurs 7 or less days before the course date will incur a fee of 100% of the quoted rate.

### Reschedule of Training Dates

- Bookings can be transferred to a later date at no additional fee when the transfer request is received by Accidental Counsellor Pty Ltd in writing no later than 14 business days before the scheduled start date of the training.
- If the training is rescheduled less than 14 days before the delivery date, an administration charge of \$100 will be payable.
- An unavoidable change to the date of training may in exceptional circumstances need to be made due to a reason beyond our control (including trainer illness). Accidental Counsellor Pty Ltd will provide you with as much notice as possible if this occurs and will work with you to re-schedule the training at the earliest possible opportunity. Accidental Counsellor Pty Ltd is not responsible or liable to you or any attendee for any loss or expenses incurred due to that change.

### Travel Costs for Corporate Training Outside of Sydney

For any training that is cancelled or re-scheduled 14 days or less before the date of training, the full amount disbursed for airport parking, flights and accommodation or other reasonable expenses (on a cost recovery basis) will be charged. We aim to book travel at the most reasonable rates possible, which means that we do so 2-weeks prior to the date of training (it is generally not possible to reschedule or obtain refunds for these types of fares and rates).

All cancellations or requests to reschedule a booking must be made in writing via email to:

[training@accidental-counsellor.com](mailto:training@accidental-counsellor.com)

### Pre-purchases

You may purchase training sessions in bundles in advance by paying the training fees (plus GST) in advance. The dates for the training will be agreed by the parties (both acting reasonably). Pre-purchases are non-refundable and must be used within 12 months of the purchase date.

### Right to use training material

All intellectual property and copyrights in and to any training material provided by Accidental Counsellor Pty Ltd are, and remain, owned by Accidental Counsellor Pty Ltd. In this clause, training material includes any resource handbooks or exercise, or any note made by an attendee during the training session. The resource books provided by Accidental Counsellor Pty Ltd are only to be distributed to registered participants of the relevant training and are intended to be read and understood only in the context of that training.

**The recording of any sessions (virtual or face-to-face), whether by way of the platform in use or other device, is strictly prohibited.**