

Once your booking is confirmed, please be aware that the following Terms and Conditions apply to 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 ('training event') booked to be delivered by Accidental Counsellor Pty Ltd.

Invoicing Terms

An invoice will be issued on completion of delivery of each individual training event in a series of workshops, presentations, courses or keynotes. All invoices are payable within 30 days from invoice date. For training delivered outside of the Sydney Metropolitan area, 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 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. Thank you for supporting our small business by rescheduling rather than cancelling your training. We appreciate your consideration for the impact this has on our business. Please be aware however that rescheduling a training less than 14 days before the original training is considered final and any cancellation or changes to the rescheduled booking will incur a fee of 100% of the quoted rate.
- 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, the full amount already disbursed, and for which we are unable to obtain a refund, 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 on confirmation of booking and at least 2-weeks prior to the date of training. Every effort will be made to obtain refunds if possible.

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

training@accidental-counsellor.com

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.