

# LearnEM Facilitator Certificate: Terms and Conditions



## **Refunds and Ticket Transfers**

1. If a registrant is unable to attend a workshop for any reason, they may transfer their registration to another individual ("Transferee"), provided:

- 1.1 The request to transfer the registration is received by LearnEM no later than 28 days (4 weeks) prior to the commencement date of the workshop;
- 1.2 The Transferee has not previously registered for the workshop at the date of notifying LearnEM, and
- 1.3 The Transferee is an employee of the same organisation, company or institute as the original registrant.
- 1.4 An administrative transfer fee of \$150.00 will be charged for all transfers

2. If a registrant is unable to attend a workshop, the registration fee paid may be used as a credit toward a future LearnEM workshop, provided:

- 2.1 LearnEM are notified in writing no less than 28 days (4 weeks) prior to the commencement date of the workshop, and
- 2.2 The credit is applied to a future workshop within 12 months of the commencement date of the original event registration.
- 2.3 A registration fee credit can only be transferred once. Failure to attend a second time will result in forfeiture of the registration fees.
- 2.4 An administrative transfer fee of \$150.00 will be charged for all transfers.

3. In the event the registrant is unable to attend the workshop, and the provisions of clause 1 and 2 of this policy cannot be utilised, then the following refund arrangements will apply:

- 3.1. Where registrations are cancelled more than 56 days (8 weeks) prior to the commencement date of the event 100% of the registration fee will be refunded.
- 3.2. Where registrations are cancelled less than 56 days (8 weeks) but more than 28 days (4 weeks) before the commencement date of the workshop 50% of the registration fees will be refunded.
- 3.3. Registrations cancelled less than 28 days (4 weeks) before the face to face workshop will not be eligible for a refund.

4. Refunds will only be processed to the credit card or bank account of the individual, organisation or institution from which the original registration payment was received.

## **Cancelled Events**

LearnEM reserves the right to alter or cancel, without prior notice, any of the arrangements relating directly or indirectly to a course, for any circumstances beyond LearnEM's reasonable control. This includes the cancellation of an event itself if a minimum number of registrations is not achieved.

In the event of a cancellation by LearnEM, maximum liability is limited to a full refund of the ticket fee. LearnEM accepts no additional liability for travel, accommodation or any other additional costs incurred.