

## Terms and conditions

### Five day mediation training course

Thank you for registering for the 5 day mediation training with Resolution Institute. Just so that we're on the same page here is the fine print...

#### Payments

When we receive your registration we'll send you a confirmation email and tax invoice or receipt. If you have paid by credit card, then payment is sorted! If not please pay the invoice within 14 days of the date on the invoice. Or if the training is coming up sooner please pay straight away.

Course attendance will be possible only after full payment is made.

#### Cancellation and refund policy

We understand that circumstances can change. If you are not able to attend the training you are welcome to send someone in your place so long as you let us know at least 3 working days before the course.

If you aren't able to send a substitute, let us know that you need to cancel your registration by email [laura.collins@resolution.institute](mailto:laura.collins@resolution.institute). Because there are costs for us in registrations and cancellation there will be cancellation fees:

- If you cancel your registration before six weeks prior to the date of the course, you will receive a full refund.
- If you cancel after six weeks and before two weeks prior to the date of the course, we will refund the registration fee less \$200.00.
- For cancellations within two weeks and up to 24 hours prior to the date of the course a fee of 30% of the registration fee applies.
- If you haven't cancelled 24 hours before the course and don't turn up on the first day of the course we will not be able to refund fees.

If you request to a transfer to another course date (subject to availability) the following transfer fees apply:

- More than 2 weeks prior to the date of the course, a transfer fee of \$150.00 applies.
- Within two weeks and up to 24 hours prior to the date of the course a transfer fee of 30% of the registration fee applies.

Please note that non-payment does not constitute cancellation – you need to contact us if you want to cancel. If you don't we'll still be planning on your attending so you will need to pay your registration invoice.

#### Privacy policy

By completing this registration form, you give permission for the details supplied by you to be made available to the course organisers and, as appropriate the venue (for the purposes of catering requirements).

#### Insurance

Participants are responsible for their own travel and accommodation bookings and no compensation will be made if circumstances mean that the course has to be rescheduled or cancelled. We strongly

recommend that you take out insurance to cover medical, travel, registration expenses and personal belongings for in the event of unforeseen circumstances. This insurance is your responsibility.

#### **Changes to the programme or cancellation/postponement of the event**

The course organisers reserve the right to change activities, topics, timings, venue where necessary, or in the best interests of the course.

In the unlikely event of the course being cancelled you will have the option to transfer to another training date or a full refund of registration fees will be made. This will be limited to the amount of the fee paid by the participant.

#### **Covid-19 related changes**

If the training is unable to run due to Covid-19 restrictions it will run online. If you do not wish to attend the online training you will be able to transfer to another training date.

#### **Speakers' views**

As part of the programme there will no doubt be innovative ideas and robust discussion – we certainly hope so! Views expressed by the trainer and participants at the course are their own. Resolution Institute cannot take responsibility for advice given or views expressed by any speakers.