

## Leadership Victoria Terms & Conditions

### Cancellation and Transfer Policy:

#### Open Enrolment Programs

##### **Cancellations:**

Cancellation notification must be received in writing, 3 weeks prior to program commencement date to receive full refund. Cancellations within the 3 week period are non-refundable. In the event of program cancellation by LV, participants will be entitled to a full refund.

##### **Transfers:**

Transfer requests must be in writing and received 3 weeks prior to program commencement date. Requests received within this 3 week period will incur a 50% transfer fee. Transfers will be rolled over to the next scheduled program dates for the selected program in the current calendar year.

##### **Mailing List:**

By participating in an LV program/event, you will automatically be added to our database which includes receiving newsletters. You may unsubscribe from the newsletter at any time.

#### **Cancellation Policy: Williamson Community Leadership Program**

Once participants formally accept their place in the program, the following applies:

- Cancellations received in December for the following year's program will incur a cancellation fee equivalent to 30% of the total program fees.
- There is no refund for cancellations received after 1 January in the year of the program.
- Substitutions and transfers between programs will not be accepted.
- Cancellations must be received in writing or via email

In the event of program cancellation by LV, participants will be entitled to a full refund. This policy applies to all participants and may be varied by LV at its discretion, from time to time without prior notice.

### **Cancellation Policy: Folio Community Leadership Program**

Once participants formally accept their place in the program, the following applies:

- Cancellations received less than four weeks prior to program commencement will incur a cancellation fee equivalent to 30% of the total program fees.
- There is no refund for cancellations received less than two weeks prior to commencement of the program.
- Substitutions and transfers between programs will not be accepted.
- Cancellations must be received in writing or via email

In the event of program cancellation by LV, participants will be entitled to a full refund. This policy applies to all participants and may be varied by LV at its discretion, from time to time without prior notice.

### **Customised Programs, Consultancy & Coaching:**

Cancellation with more than four weeks' notice will incur a cancellation fee equivalent to 50% of the total program or contracted fee. Cancellation with less than four weeks' notice will incur a cancellation fee equivalent to 100% of the total program or contracted fee. This policy may be varied by LV at its discretion, from time to time without prior notice.

### **Events:**

Cancellation with more than one weeks' notice will incur a cancellation fee equivalent to 50% of the total program or contracted fee. Cancellation with less than one weeks' notice will incur a cancellation fee equivalent to 100% of the total program or contracted fee. This policy may be varied by LV at its discretion, from time to time, without prior notice. In the event of cancellation by LV, participants will be entitled to a full refund.