

## **Leadership Victoria Terms & Conditions**

### **Cancellation and Transfer Policy:**

Leadership Victoria reserves the right to amend the nature and form of course delivery at any time, and will do so only when absolutely necessary. This can include, among other things, a change of delivery location, rescheduling of program days, or moving some or all components of programs online as a result of government public health and safety directions. In the event of a change LV will contact all enrolled participants and/or their organisational representatives.

### **Open Enrolment Programs**

**Rescheduling of program dates by LV:** It may occasionally be necessary for program dates to be rescheduled. If an enrolled participant is unable to take part on the revised program dates, the participant will be offered a credit for a later delivery of the same program. This credit is not transferable to another person, and must be used within 12 months of the original program start date.

### **Rescheduling request from participant:**

Requests from an enrolled participant to transfer to a later series of the same program, will be considered at LV's discretion, and based on availability.

- Requests must be in writing. If received at least four weeks prior to the program start date and a transfer can be accommodated, no additional fee will be charged.
- Requests to transfer received within four weeks of the program start date and which can be accommodated will incur an additional transfer fee of 50% of the program fee.
- If the rescheduling transfer cannot be accommodated it will be treated as a cancellation by the participant.

Participants are not be able to transfer once a program has commenced.

### **Cancellations by enrolled participants:**

Cancellation by a participant more than four weeks before the program start date will incur a cancellation fee equivalent to 50% of the program fee, plus any external costs already incurred by LV for the participant, such as psychometric tests.

Cancellation within four weeks of the program start date will incur a cancellation fee equivalent to 100% of the program fee.

### **Williamson Leadership Program**

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

- Cancellations received prior to 15 November in the year preceding commencement will incur a cancellation fee equivalent to 30% of the total program fees.
- There is no refund for cancellations received after this date.
- Cancellations must be received in writing.
- Substitutions will not be accepted.

Requests to transfer to the following year's Williamson Leadership Program will be considered strictly at LV's discretion.

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

In the event that LV has to amend the nature and form of course delivery, LV will liaise directly with our clients to find the most appropriate solution.

**Cancellations:**

Cancellation by the client with more than six weeks' notice will incur a cancellation fee equivalent to 50% of the total program or contracted fee, plus any external costs already incurred by LV, such as venue bookings and psychometric tests.

Cancellation with six weeks' or less notice will incur a cancellation fee equivalent to 100% of the total program or contracted fee, including costs incurred.

Cancellation must be received in writing.

**Rescheduling:**

Client requests to reschedule individual days within a program can be considered at LV's discretion, but individual days cannot be cancelled. Rescheduling requests must be in writing.

Rescheduling of program days with more than six weeks' notice will incur a rescheduling fee equivalent to 50% of the daily fee as contracted plus any external costs already incurred by LV, such as venue bookings and psychometric tests.

Rescheduling with six weeks' or less notice will incur a rescheduling fee equivalent to 100% of the daily fee as contracted plus any external costs already incurred by LV, such as venue bookings and psychometric tests.

**Events**

Cancellation within four weeks' of the event date will incur a cancellation fee equivalent to 50% of the total ticket fee. Cancellation within two weeks of the event date will incur a cancellation fee equivalent to 100% of the total ticket fee.

**Mailing List**

By participating in an LV program or event, you will be added to our database and will receive access to Leadership Victoria's regular newsletters. You may unsubscribe from these at any time.

These policies may be varied by LV at its discretion.