

LearnEM Workshops: 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 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.