



Terms and Conditions

Standard Program Fees and Invoicing

Payment Policy

All online programs must be paid for advance prior to accessing the programs online. This process is completed automatically through the use of a credit card (VISA or Mastercard) via Stripe.

For public face-to-face workshops all participant fees must be paid 5 working days prior to program commencement or upon receiving the tax invoice. For face to face workshops specifically developed for your business 50% of the agreed cost must be paid 15 days prior to program commencement with the final 50% of the agreed cost paid 5 days prior to program commencement or upon receiving the tax invoice. Preferred method of payment for face-to-face workshops is via BPAY.

Cancellation Policy

30% of the full participant fee is charged for cancellation of an enrolment within 10 working days of program commencement (outside 10 working days no fee is charged) for face-to-face public programs. Cancellation must be advised in writing and acknowledged by Changing Circumstances. While online programs cannot be cancelled, the duration of the program (generally two months for Creating Flexible Work) can be extended or in the case of Refining Flexible Work can be rescheduled. They can however be transferred to other clients.

Changing Circumstances reserves the right to cancel face-to-face programs due to insufficient registrations or other reasons beyond our control. Changing Circumstances is not responsible for any loss or damage suffered by the client due to a cancellation or any others changes in schedule programs.

Transfers

A 10% surcharge will be applied for transferring any enrolment within 10 working days of the commencement of a public face-to-face program. Requests for such transfers must be received in writing and acknowledged by Changing Circumstances. Suitably qualified replacements are welcome, without detriment, provided they register prior to the commencement of the first day of the program.

Disclaimers

While we take all due care in providing our Services, we do not provide any warranty either express or implied including without limitation warranties of merchantability or fitness for a particular purpose.

To the extent permitted by law, any condition or warranty which would otherwise be implied into these terms and conditions is excluded.

We also take all due care in ensuring that our website and Changing Circumstances Learning Centre is free of any virus, worm, Trojan horse and/or malware, however we are not responsible for any damage to your computer



system which arises in connection with your use of our website, any linked website or our learning centre.

Intellectual Property and Copyright Materials

Intellectual Property is developed and owned by Changing Circumstances unless stated otherwise.

The client acknowledges that the copyright in the provided materials in soft or hard copy (online, downloaded, paper etc) in relation to the business of Changing Circumstances which are in existence at the date of this deed, or which may come into existence in the future, is owned by Changing Circumstances or licensed to Changing Circumstances.

The client may not copy or reproduce program materials without approval from Changing Circumstances. All lost materials will be provided at cost.

The client acknowledges that the copyright in any variations or modifications of the Copyright Materials that are made by the client, whether or not at the request of Changing Circumstances is owned by Changing Circumstances or licensed to Changing Circumstances.

The client will not during the term of this deed, and after the termination date, make any unauthorised reproduction, distribution, performance, publishing or other use of the Copyright Materials in whole or in part. Changing Circumstances is the licensee of its Copyright Materials.

Your Privacy

We collect information from you when you register, respond to information in our programs or fill out a form (e.g. an evaluation form).

When interacting or registering on our site, as appropriate, you may be asked to enter your name, email address or other information. You may however visit our site anonymously however the majority of our programs will require registration.

We do not in any way pass your information onto another party. We will, only use the information you provide to us, to enhance your learning experience, and to tailor Changing Circumstances information to better suit our clients needs. The email address you provide us at the time of registration will only be used to send you information and updates pertaining to your order and Changing Circumstances programs.

We implement a variety of security measures to maintain the safety of your personal information when you enter, submit or access your personal information. Your private financial information (credit cards, social security numbers, financials etc) will not be stored on our servers.

Acceptable Use

Clients may not make direct, specific threats of violence against others, including threats against a person or group on the basis of race, ethnicity, national origin, religion, sexual orientation, gender, gender identity, age or disability.



Changing Circumstances

Software Updates

We will automatically update the website and learning centre from time to time. These updates are designed to improve, enhance and further develop the Services and may take the form of bug fixes, enhanced functions, new software modules and completely new versions. You agree to such updates as part of your use of the Services.