



# Terms and Conditions

The following terms and conditions apply to Wellness Designs and Wellness Designs Academy services, including consulting, speaking, face-to-face and online training and mentoring sessions.

## 1. Scope of services

Our services are limited to that outlined in our Welcome Kit and/or proposal. Any requests for services outside of this scope will incur further fees and expenses. Any variations to the scope of works will also incur additional fees if necessary.

## 2. Bookings and registration

### A. PUBLIC TRAINING PROGRAMS

#### Registration

Course fees are due at the time of registration. Registration will be confirmed when full payment of fees has been received. Attendance at a course is not permitted without full payment of fees prior to course commencement.

#### Cancellation

Wellness Designs reserves the right to cancel, postpone or re-schedule courses at any time due to low enrolments or unforeseen circumstances. Every effort will be made to notify attendees of the cancellation or date change as early as possible. Full refunds will be provided to attendees if alternative course dates or locations are unsuitable.

#### Cancellation of enrolment

Notification of cancellation of enrolment and request for refund must be made in writing to [info@wellnessdesigns.com.au](mailto:info@wellnessdesigns.com.au)

In the event of a cancellation, the following refund schedule will apply:

- Written notification of a cancellation received more than 20 working days\* prior to the course start date = full refund
- Written notification of a cancellation received 11-19 working days\* prior to the course start date = 50% refund
- Written notification of cancellation received 10 working days\* or less before course start date = no refund or transfer to another course.

*\*Note: Saturdays and Sundays are not considered working days.*

If a cancellation is requested by a student due to special circumstances, Wellness Designs will make a decision regarding refund or transfer on a case-by-case basis.

#### Substitution and transfer

One transfer per attendee to an alternate course can be arranged if Wellness Designs is advised in writing to [info@wellnessdesigns.com.au](mailto:info@wellnessdesigns.com.au) more than 10 working days prior to the course commencement date and there is availability in the selected course. One transfer per attendee will be accepted without charge.

If a registrant is unable to attend the course, they may send a substitute attendee in their place. Requests for substitution are to be made in writing to [info@wellnessdesigns.com.au](mailto:info@wellnessdesigns.com.au) at least two working days prior to the course commencement date.

### **Non-attendance**

Failing to attend the course will result in the fees being forfeited. Course fees will not be refunded or allocated to another course.

### **Non-completion**

Participants will not be eligible for a refund, or partial refund, if the training program is not completed. This includes, but is not limited to:

- failing to attend the full duration of the course (face-to-face course) or complete the full number of modules (online course).
- failing to complete, submit and/or make revisions to the assessment items (thereby being ineligible to receive a Statement of Attainment for the associated unit of competency).
- failing to book or attend the post-course mentoring session.

## **B. SPEAKING AND IN-HOUSE TRAINING PROGRAMS**

### **Booking**

The client shall pay the Professional Fee as set out in the issued Welcome Kit and accompanying invoice. To confirm the engagement a non-refundable 50% deposit is required. The balance of the Professional Fee is due and payable 7 days following the scheduled event.

### **Cancellation**

In the event of a cancellation by the client, due to foreseen or unforeseen circumstances, the non-refundable deposit will be retained by Wellness Designs. Alternatively, upon agreement, these funds may be transferred to another Wellness Designs service within 6 months. Any associated travel expenses incurred prior to cancellation will also be payable by the client. Wellness Designs may suspend its obligations immediately by written notice if the client has failed to pay the deposit in accordance with the Welcome Kit.

Any request by the client to postpone the speaking or training program/s must be made a minimum 10 days from the scheduled date, and rescheduled within 3 months of the original date at a mutually suitable date and time. Any associated travel expenses incurred as a result of postponement will be payable by the client.

Wellness Designs reserves the right to cancel, postpone or re-schedule sessions at any time due to unforeseen circumstances. Every effort will be made to notify clients of the cancellation or date change as early as possible. Full refunds will be provided to clients if alternative course dates are unsuitable.

## **C. MENTORING SESSIONS**

### **Booking**

Mentoring session/s are included in the fee for Wellness Designs Practitioners and select Consultancy packages. They are also available as a stand-alone 3 or 6 session package.

For stand-alone packages, payment is due at the time of purchase. Mentoring sessions will not commence without full payment of fees prior.

Prior to the mentoring session, participants will be sent a link via email to book their preferred date and time. Participants having difficulty booking their session should contact [info@wellnessdesigns.com.au](mailto:info@wellnessdesigns.com.au).

For Wellness Designs Practitioners, the link to the booking tool is also accessible via 'The Hub'. The mentoring session is normally scheduled 6 weeks post the course date. If the mentoring session has not been booked within 8 weeks of the course, participants will be sent a reminder email and asked to book within the next 4 weeks. If the session is not booked within this additional timeframe (ie. 12 weeks post course completion), and Wellness Designs has not received a request for an extension, the mentoring session will be forfeited.

One-on-one mentoring sessions will be held via video conference or telephone (upon request).

All materials or assessment items to be reviewed during the mentoring session need to be provided via email to [info@wellnessdesigns.com.au](mailto:info@wellnessdesigns.com.au) at least 3 working days prior to the session.

### **Rescheduling**

Participants can request to have their mentoring session changed to a different date/time by contacting Wellness Designs at [info@wellnessdesigns.com.au](mailto:info@wellnessdesigns.com.au) with a minimum of 24-hour notice. A maximum of two date changes is permitted.

### **Failure to attend**

If participants do not attend their mentoring session without notifying Wellness Designs beforehand, they will be given one opportunity to reschedule by contacting Wellness Designs at [info@wellnessdesigns.com.au](mailto:info@wellnessdesigns.com.au). Participants will not be permitted to reschedule if they fail to attend the subsequent session.

## **D. CONSULTING**

### **Booking**

The client shall pay the Professional Fee as set out in the Welcome Kit/Service Level Agreement.

## **2. General**

### **SPEAKING/TRAINING**

- Training program information provided by Wellness Designs is correct at the time of publication but may be subject to change. Wellness Designs reserves the right to change course fees, dates, content, facilitators or method of presentation at its discretion.
- Wellness Designs reserves the right to photograph, video and/or audio record training programs and use for promotional purposes.
- Wellness Designs reserves the right to prohibit entry to a person or eject any person from a training program or event based on behaviour deemed inappropriate by Wellness Designs staff and others working under its authority.
- Canvassing by participants is strictly prohibited at Wellness Designs training courses and forums. Promotional materials may not be distributed at courses or forums, except by Wellness Designs representatives. Delegates violating this policy will be asked to leave and registration revoked (where applicable).

## **3. Fees and Payment**

### **FEES**

- Our fees will be charged on the basis set out in the schedule and/or Service Level Agreement.
- Our fees will be subject to GST.
- If we incur any expenses on your behalf, we will charge you the GST inclusive amount of those expenses.

### **PAYMENT**

- If an invoice is issued by Wellness Designs, it must be paid no later than 7 days following the date of the invoice. Where our fees are not paid within 14 days we may suspend provision of all services until sums due are paid in full.
- Payment can be made via electronic funds transfer or credit card.

## MONEY BACK GUARANTEE

- Wellness Designs prides itself on its 100% money-back guarantee. If a customer is not satisfied with the level of service delivered, they should contact Wellness Designs directly on Tel: 1300 914 558 to discuss their concerns and potential for a refund.

Wellness Designs, PO Box 54, Underwood QLD 4119

Phone: 1300 914 558

Email: [info@wellnessdesigns.com.au](mailto:info@wellnessdesigns.com.au), Website: <http://www.wellnessdesigns.com.au>