

# SANCTUM

Center for Personal and Corporate Excellence

A.B.N 23 365 850 409

## Course Registration Terms and Conditions

### Workshop and Course Fees

1. All fees must be paid in full prior to the specified cut off date. Registration forms submitted without payment will not be processed and cannot guarantee a place in any program.
2. Payment deposits with a name but without contact details will automatically be booked into the next available program. All related conditions below apply.

### Cancellations / Refund / No Refund

1. SANCTUM: Centre for Personal & Corporate Excellence reserves the right to cancel a scheduled workshop or course. In the unlikely event that this happens, SANCTUM's limited liability refers specifically for refunds of the workshop or course fee only. Please make travel, accommodation, and other activities involving expenses with this in mind.
2. If you need to cancel your registration, a refund minus a \$50 administration fee will be given if notice is given to us before the fee deadline date. (Please see your brochure and or web site for fee deadline dates associated with workshops and courses). No refund will be possible if notice is given after that date as non-refundable expenses have already been committed by SANCTUM.

### Missed Session

1. If sessions are missed irrespective of reason (medical, transport, asked to leave etc.), no refund or credit under any circumstances is possible.
2. If you would like to enrol in another workshop, an \$195 fee (in the case of anger management not MBCP) will be charged. This takes into account expenses associated with administration, catering, printing etc.
3. If you enrol in another course for the discounted rate and also miss that course, a full fee would then apply for future registrations.

### Mandatory Group Rules

1. Certificates will not be issued if you come late or leave early. (Please take transport and traffic reliability into account).
2. Individuals under the influence of alcohol and/ or other drugs will be asked to leave.
3. Children and unregistered guests are not permitted in the group rooms.
4. Referrers, Case Managers etc from agencies are not permitted in the group room.
5. Other general rules discussed on the day i.e.: mobile phones, audio and video taping, behaviour etc. Detailed in the Participants Agreement.

## **Agencies and Organizations paying for employees / clients (participants).**

1. Agencies paying for participants also have until due date to withdraw participants by e-mail notification to SANCTUM.
2. A refund minus a \$50 administration fee will be given if notice is given to SANCTUM before the course due / deadline date.
3. Invoices will be issued on and dated with the respective due / deadline date with the expectation that agencies still accommodate the fee even if participants are withdrawn after the course due date for any and all reasons or if participants do not turn up to the program for any and all reasons.
4. **If agencies have requested a specific anger management program for their participants:**
  - a. A list of participants names is to be provided to SANCTUM by the due / deadline date so arrangements can be made with regard to catering, printing and other administrative tasks. Unless otherwise negotiated.
  - b. Invoice(s) will be submitted for each participant on the group list provided by the referring agency.
  - c. If participants are removed by the referring agency for any and all reasons after the deadline date, it is expected that the invoice(s) will still be fulfilled.
  - d. If minimum participant numbers have not been accommodated by the referring agency, the requested program cannot run.
  - e. If additional participant numbers are requested by the referring agency for a specific program, invoices will be modified and/or submitted accordingly.

Please do not hesitate to contact us if you have any queries.

Kind regards.