

Training Services Terms and Conditions

By booking training with the Western Australian Association for Mental Health (WAAMH) you agree to be bound by the terms and conditions outlined in this document. WAAMH may modify this agreement from time-to-time with changes effective at the time of posting it on our website: www.waamh.org.au.

1. Training Services

WAAMH offers the following training:

- **Semester Training Courses**

A bi-annual schedule of professional development courses booked online on a per participant basis. View the schedule at <https://waamh.org.au/events-and-training>.

- **Contract Training Courses**

A selection of courses is available for delivery at the location of your choice. To make an enquiry: <https://waamh.org.au/sector-development-and-training/contract-training>.

2. Bookings and Payment

Courses are booked and paid for as follows:

Course	How to Book	How to Pay
Semester Training Courses	Book on-line: https://waamh.org.au/events-and-training	Pay in full as part of registration.
Contract Training Courses	To enquire: https://waamh.org.au/sector-development-and-training/contract-training	<ul style="list-style-type: none"> • Pay by tax invoice. • A 25% deposit is due immediately to secure booking. • The balance of 75% is payable before day of training.

3. Cancellations

Course	Cancellation Policy
Semester Training Courses	<p>When a participant is unable to attend:</p> <ul style="list-style-type: none"> • If more than 14 days notice is given, full payment will be refunded. • If less than 14 days notice is given, full payment will be forfeited. • If a person does not turn up on the day of a course, full payment will be forfeited.
Contract Training Courses	<p>Course cancelled 14 days (or less) prior to the scheduled date:</p> <ul style="list-style-type: none"> • If no course is re-booked the 25% deposit is forfeited. <p>Course cancelled and more than 14 days is provided from scheduled date:</p> <ul style="list-style-type: none"> • The 25% deposit is refunded, less a \$500 cancellation fee. <p>Course cancelled and rescheduled 14 days (or less) prior to the scheduled date:</p> <ul style="list-style-type: none"> • A cancellation/reschedule fee of \$200 will apply and a separate invoice will be generated to cover this additional cost. • The new date for the rescheduled booking to be decided on no later than four weeks after the original cancelled booking date. A 6-month window is available to select a new date for the rescheduled course. • If the same or a similar course is rescheduled within 6 months of the cancelled date, the deposit will be transferred in full.
<p>On occasions WAAMH may be required to cancel a training course. If this occurs participants can transfer their credit to another course, or if there is no suitable course, request a full refund.</p>	

Note: 14 days denotes to 14 consecutive calendar days