

Terms and Conditions

Payments

All courses require payment prior to attendance. Payments may be made through secure online payment gateway, or alternatively payments can be made via bank transfer to;

Account Name: Toni Lindsay

BSB: 062618

Account Number: 1015 3338

Please label with your name for easy identification.

If paying by bank transfer, any payment not received within 48 hours of course commencing, will render enrolment invalid.

Cancellation policy

The cancellation policy is as follows;

- 75% refund if more than 30 days prior to commencement
- 50% refund if more than 14 days prior to commencement
- 25% refund if more than 7 days prior to commencement
- No refund if within 7 days of commencement.

Under some circumstances it may be possible to transfer attendance to another workshop (\$30 administration fee applies). No change of workshop is permitted within 7 days of workshop commencement. Your place in the workshop can be transferred to another person – please contact the administrator to arrange same (\$30 administration fee applies).

If in the event of the organizer cancelling a workshop, either a transfer to another workshop or 100% refund will be given.

Certificates

Certificates will be provided at the completion of Supervision Masterclasses – these will be forwarded to the attendees within a week of the completion of the Masterclass, following the completion of the Workshop Feedback form (which will be emailed to attendees at the completion of the workshop). It is the responsibility of the attendee to complete all paperwork required to maintain Supervisor Status with the Psychologist's Registration Board.

Early Bird Discounts

Where offered, early bird discounts may be available on workshop registration. If this is the case, it will be advertised clearly in the booking details, and will be valid until 6 weeks prior to the workshop commencement.

Workshop Materials

When required, pre readings and workshop materials will be forwarded to participants at least 1 week prior to commencement of the workshop. For those who register within 7 days of the commencement of the workshop, the material will be sent as soon as possible following receipt of payment.

Complaints Management

Any concerns or complaints will be directed to the facilitator of the service (Dr Toni Lindsay). If any concerns raised are not able to be managed between the two parties, formal steps will be taken to engage formal mediation/remediation services.

Any written feedback will be reported and responded to within 30 days of receipt.

Webinar Recordings

Any webinar recordings will be available to participants for a period of 60 days following the completion of the workshop. It will be stated in the description of the training whether or not the sessions will be recorded. For Supervision Masterclasses no recording will be available.