

Otago Southland Employers' Association

Terms and Conditions

Course dates, times, venues, learning content and presenters are occasionally subject to change. Should these change, Employers' Association will make every effort to inform you of these changes prior to the programme commencement.

Should a course, conference or event fail to attract a minimum number of participants, Employers' Association reserves the right to cancel the programme.

General conditions of enrolment, registration and payment

- All registrations will be confirmed in writing (e-mail) before the course commences
- Course fees are due for payment within 14 days after date of invoice
- All cancellations, substitutions and transfers must be received in writing (e-mail, fax, mail)
- Substitution of participants is welcome at any stage at no added cost
- Failure to attend any course will incur the full fee with no refund

Public courses terms and conditions

- Cancellations received at least 10 working days prior to course commencement will be eligible for a full refund
- Cancellations received less than 10 working days prior to course commencement will not be eligible for a refund
- A course enrollee may transfer once to the next available course. Transfers will not be accepted later than 5 working days before course commencement. A 20% fee will be incurred
- Substitution of participants is welcome at any stage at no added cost

Conferences and forums

- Cancellations received at least 20 working days prior to conference commencement will be eligible for a full refund
- Cancellations received between 10 and 20 working days before conference commencement will be eligible for a 50% refund
- Cancellations received less than 10 working days prior to conference commencement will not be eligible for any refund
- Substitution of participants is welcome at any stage at no additional cost

In-House and/or In-Company course terms and conditions

- Cancellations received less than 30 days prior to course commencement will be eligible for a 50% refund
- Cancellations received less than 10 working days prior to course commencement will not be eligible for a refund
- A fee of 10% (plus any incurred costs such as presenters flights and accommodation, development cost of course material) will apply to bookings transferred within 15 working days of course commencement
- A fee of 50% (plus any incurred costs such as presenters flights and accommodation, development cost of course material) will apply to bookings transferred within 10 working days of course commencement
- An in-house/in-company programme may be transferred once to another date. Transfer of programme date will not be accepted later than 30 days prior to commencement and will incur a 10% administration fee