

TERMS OF BUSINESS

5 August 2024

Cancellation Policy

The following cancellation policy shall apply to all on-site professional services ("Services") and education sessions ("Training") that Wisdom is Within ("Wisdom is Within") provides for any organisation ("Customer").

Kindly be advised that Wisdom is Within has a no refund policy for any online course or face to face course, however, as we will be happy to work with you to find a suitable date, so long the cancellation date is within the guidelines here and reschedules are permissible. Please contact Robyn direct at robyn@wisdomiswithin.com.au

Face to Face Bookings

Covering courses such as Standard Mental Health First Aid, Older Persons Mental Health First Aid and Youth Mental Health First Aid (core courses) .

Standard Mental Health First Aid Course (2-days), Older Persons Mental Health First Aid (2-days) and Youth Mental Health First Aid (2-days) and Workplace Blended (either 4 to 1 day at your premises). 4 hour courses such as Conversations about Suicide, Conversations about Non-Suicidal Self Injury and Conversation about Gambling will also have the same cancellation policy apply. And the 90 minute Engaging Senior Leaders in either the face to face or online.

30 – 60 days prior to the scheduled date, cancellation fee will be 25% of total invoice price

8 – 29 days prior to the scheduled date, cancellation fee will be 50% of total invoice price

up to 7 days prior to the scheduled date, cancellation fee will be 100% of total invoice price. You can only change dates once.

If you give 14 days business days notice or more there is no charge to change dates. Changes can only be made once for change of days.

12 to 13 business days there is a 25% of fee to change dates will apply.

7 to 12 business days there is a 50% of fee to change dates will apply'

6 business days date changes are not possible and fees will be forfeited.

Payment is required within 14 days of booking to ensure materials etc. are available on day of training. Invoice will be generated once booking is confirmed.

Wisdom is Within will work with our Customers to reschedule the training/s, however any associated costs of do so will be invoiced to you

Online Courses

You can change dates once into a future online public courses with no charge if you give us at least 7 business days notice or more before the course. Provided there are future courses available either face to face or online course. If there is no future face to face or Online and blended online only - you cannot change into other courses or get a refund.

Online and blended online only - If you give 4-6 days working days notice before the course you can change into a future course date for a charge of \$350 ex GST per person.

Online and blended online only -If you give 1-3 working days notice before the course you can change to a future date for the charge of \$400 ex GST per person.

Online and blended online only - If no notice is given and only emailed on the day with regards to non-attendance the full cost of the Video-conference will need to be upheld and will not be refunded. No further date will be offered.

Online and blended online only - All eLearning must be completed prior to the instructor led sessions.

For Organisations who book private online courses, Workplace, Community, Tertiary, Youth etc. the following applies:

Given that the e-learning component is a mandatory requirement to be completed by MHFA, it is important that all staff understand and undertake this prior to being involved in the Component 2 of the course, which is meeting the Instructor online for 2 x 2.5 hours.

Non-attendance and reschedule into another Component 2 sessions with Instructor will need to be paid for again. Please contact Robyn direct robyn@wisdomiswithin.com.au for further details.

30 – 60 days prior to the scheduled date, cancellation fee will be 25% of total invoice price.

8 – 29 days prior to the scheduled date, cancellation fee will be 50% of total invoice price

up to 7 days prior to the scheduled date, cancellation fee will be 100% of total invoice price

If you give 14 days business days notice or more there is no charge to change dates.

12 to 13 business days there is a \$220 ex GST fee to change dates per person.

7 to 12 business days there is a \$380 ex GST charge to change dates per person.

6 business days date changes are not possible and fees will be forfeited.

You can only change dates once.

Public Standard Mental Health First Aid Courses Face to Face in all their face to face forms.

Changeover from face to face to an eLearning course will be at additional charge regardless of original cost paid to Wisdom is Within, as eLearning vouchers are at additional cost through Mental Health First Aid Australia direct and are not part of any fee associated with your Instructor.

Minimum change over fee regardless of reason will be this cost, effective immediately. At present, that is \$350 ex GST minimum dependent on course. Otherwise, only face to face course transfers to the same face to face will be accepted. If no public course is offered in your area, you will be invited to the next public course available. You must give 7 days notice as per Public Courses only above, otherwise full fee paid will be forfeited, as space is limited and secured for you in each public course.

Cancelled Sessions: In order to recoup potential lost revenue, any scheduled Services or Training cancelled within two months of the scheduled delivery date, will be subject to a cancellation fee.

If the Customer notifies Wisdom is Within in writing of their request to cancel the Services and/or Training -

30 – 60 days prior to the scheduled date, cancellation fee will be 25% of total invoice price

8 – 29 days prior to the scheduled date, cancellation fee will be 50% of total invoice price

up to 7 days prior to the scheduled date, cancellation fee will be 100% of total invoice price

Additional Costs: If Wisdom is Within is required to travel to provide Services and/or Training, then in the event that the Customer cancels the Services and/or Training, regardless of the advance written notice given, the Customer is required to reimburse Wisdom is Within for all non-refundable travel expenses that Wisdom is Within incurred as of the date of cancellation, in connection with the cancelled Services and/or Training.

All travel expenses are to be reimbursed to Wisdom is Within and will be delivered in a separate invoice to training costs, once booked.

Cancellation by Wisdom is Within: If Wisdom is Within has to postpone Services and/or Training due to circumstances beyond its reasonable control (e.g. weather or natural disaster, illness of Instructor or extenuating circumstances and lack of class numbers), the Customer will be invited to reschedule such Services and/or Training, for the earliest available suitable date.

Wisdom is Within shall not be responsible for any other loss incurred by the Customer as a result of a cancellation or reschedule.

All cancellation fees will be administered at the discretion of Wisdom is Within.

All fees are ex GST.

Wisdom is Within reserves the right to change their terms of business at any time.