

## **Payment, Cancellation and Refund Policy**

Empowered Forward reserves the right to change service / course costs at any time without notice, and such changes will be effective immediately upon posting the new price on our website / the website of the ticketing / booking system used by Empowered Forward.

Payments received prior to the changing of service / course prices will be honoured and are set. No extra costs will be charged to the client / participant / attendee the cost is increased, and no refunds will be offered in the event where a cost is reduced after payment for a service / course has been made to Empowered Forward.

Quotes will be honoured until the date listed as the quote being valid to.

### **Objectives and Background**

Empowered Forward is committed to providing service / courses in a professional, timely manner. We aim to accommodate your needs wherever possible, as discussed with you and as determined by Empowered Forward.

We have a straightforward Payment, Cancellation and Refund Policy to be upfront about the payment process, cancellation process and refund process that you agree to and engage in when booking a service / course with Empowered Forward.

All aspects of this policy apply, unless a deviation to that which is stipulated is agreed upon by Empowered Forward and the client / participant / attendee / in writing.

### **Quotes & Invoices**

Official quotes will be issued to private client / participant / attendees when an enquiry regarding service / course provided by Empowered Forward occurs.

A quote based on factors such as (including by not limited to): service / course type, location of delivery, number of client / participant / attendees and the needs of the client / participant / attendees. Once the quote is agreed upon by the client / participant / attendee, an invoice will be generated by Empowered Forward.

Invoices provided to client / participant / attendee for private group bookings will outline / break down the costs for the service itself, as well as extra costs (if applicable) that will be incurred by the client / participant / attendee (including but not limited to): catering, travel and accommodation expenses, venue hire, stationary and materials etc.

### **Payment for Service / Courses**

Full payment of the service / course fee is payable prior to the delivery of the service / course.

Public service / course booking costs invoiced must be paid by the registration cut off / end date, and private group service / course bookings must be paid by the due date of the invoice issued to the client / participant / attendee.

### **Payment Methods**

Payment for public service / course bookings will be made in most instances, via an online ticketing system / platform as determined by Empowered Forward. Alternative payment methods may be available –client / participant / attendee should contact Empowered Forward to discuss this.

Payment methods accepted are determined solely by Empowered Forward.

Payment method for private group service / course / service bookings will be discussed with the client / participant / attendee and agreed upon by Empowered Forward; after a quote is accepted by the client / participant / attendee, and an invoice is provided by Empowered Forward.

Generally, direct debit deposit can be used, or the online Credit / Debit Card, Visa or American Express card payment method; via the Xero invoice that has been generated may be used.

Cash payment is not accepted. Cheque payment is accepted when agreed upon by Empowered Forward.

## **Booking Deposits**

In some instances, deposits will be required by Empowered Forward to secure bookings for a private group service / course. Deposit amount and whether this deposit is refundable or non-refundable in the event of cancellation, will be outlined to the client / participant / attendee by Empowered Forward, when a quote is provided. Deposit amounts are considered part of, and not extra to the total quoted amount for the service / course provided.

## **Booking Confirmation**

Confirmation of service / course booking will be provided by Empowered Forward, to the client / participant / attendee in writing once payment has been received.

Further, once payment is received by Empowered for either a public or private group booking for a service / course, a receipt will be provided to the client / participant / attendee / attendee.

## **Public Service Course Cancellation Based on Minimum Registrations Not Being Met**

All service / courses require a minimum number of attendees to go ahead. If the minimum number of attendees is not met; client / participant / attendees will be offered a transfer to the same service / course at another date/time (incurring no extra service / course costs), or a full refund of the service / course cost only. No further monies will be paid / refunded to the payee/client / participant / attendee, for any other expenses or losses that the payee/client / participant / attendee has or may incur (eg: costs incurred for hiring of venues, catering, travel, accommodation\* etc). \*including, but not limited to

## **Travel and Accommodation Costs / Fees for Service / course / course Delivery Outside of Cairns, QLD AU**

Travel, accommodation and meal allowance payment will be decided upon by Empowered Forward in consultation with the client / participant / attendee making a booking for a service / course that is offered and delivered by Empowered Forward.



**EMPOWERED  
FORWARD**

THROUGH EDUCATION AND SUPPORT

In most instances: travel/transport (eg: flights, hire car\* (\*including but not limited to), and accommodation for Empowered Forward must be arranged by the client / participant / attendee / making a booking for a service / course that will be delivered by Empowered Forward. Costs for such, are the responsibility of the client / participant / attendee making a booking; and relevant details are to be provided to Empowered Forward a minimum of 14 days prior to the booked service / course date.

Where a service / course is cancelled or rescheduled either by Empowered Forward or by the client / participant / attendee making a booking, costs incurred for travel/transport (eg: flights, hire car\* (\*including but not limited to), and accommodation will not be payable by Empowered Forward; the client participant / attendee / attendee.

The client / participant / attendee who made the service / course booking will be responsible for paying such costs. Empowered Forward is not responsible for any losses that the client / participant / attendee incurs or may incur.

If agreed upon by Empowered Forward, in rare instances; Empowered Forward will include within the invoice, a fee/cost for booking their own travel and accommodation for a service / course. In the instance where the booking is cancelled by Empowered Forward or the client / participant / attendee making a booking; the total cost of all booked travel and accommodation that has already been paid for is not refundable to the client / participant / attendee making a booking.

Receipts for the costs of the travel / accommodation that had been booked prior to cancellation will be provided to the client / participant / attendee making a booking on request, as proof that these bookings were made. Service / course costs only may be refundable or may be rescheduled upon approval of Empowered Forward.

Reschedule of, or refund of the service / course costs only will be managed as per the cancellation / refund / rescheduling information found and outlined in this policy.



**EMPOWERED  
FORWARD**

THROUGH EDUCATION AND SUPPORT

### **Non-Attendance**

Where a client / participant / attendee does not attend / show up for a service / course, no refund is applicable in this instance

### **Late Arrival**

You must arrive 15 to 30 minutes prior to the commencement of your service / course start time (as stipulated for the booked service / course / service / course / course)– entry to the service / course that occurs more than 15 minutes after the service / course start time will not be granted. Refunds will not be granted in this instance.

### **Major Problem with Service / Course Delivery**

If you have a major problem with a service / course delivered by Empowered Forward, or a minor problem that can't be fixed within a reasonable time you have the right to a refund ( fees may apply). Examples include:

- Provided with an unacceptable level of care, knowledge or skill for the service / course
- The service / course is unfit for the purpose for which you asked for
- The service / course was not delivered at all, or at the agreed upon time

### **Failure to Meet Accreditation Requirements Following Service / course / Service / course / course**

Client / participant / attendees who do not meet the requirements to become accredited at the completion of the service / course that they participate in, are not entitled to a refund.

## **Extenuating / Unforeseen Circumstances**

We understand that extenuating and unforeseen circumstances do at times, arise. Every effort will be made to come to a mutually agreed upon outcome, however; cancellation due to such circumstances will require approval from Empowered Forward and a refund or transfer of the booking is not guaranteed. Whether a refund, transfer or reschedule of a booking for a service / course will be considered will be at the sole discretion of Empowered Forward.

When cancellation of a booking for a service / course is approved by Empowered Forward in extenuating circumstances; in the first instance, client / participant / attendee will be given an option to reschedule their booking and transfer the fee paid for the service / course itself, to the service / course of same type and value. At the discretion of Empowered Forward, client / participant / attendee may be given the option to instead receive a full refund of the costs paid for the service / course itself only. No further monies will be paid / refunded to the client / participant / attendee, for any other expenses or losses that the client / participant / attendee has or may incur (eg: costs incurred for hiring of venues, catering, travel, accommodation\* etc.).  
\*including, but not limited to.

The outcome of the decision made by Empowered Forward will be provided to the client / participant / attendee in writing within 30 days of the request for refund, transfer or reschedule being made. An \$80 administration fee will be payable by the client / participant / attendee, to Empowered Forward; for all refunds, transfers or reschedules of service / courses granted.

## **Reasons Refunds Will Not Be Considered (including but not limited to)**

Refunds following the cancellation of a service / course by the client / participant / attendee of Empowered Forward, are not applicable or considered in the following instances:

- Client / participant / attendee change of mind
- Client / participant / attendee insisted on a service / course being provided in a particular way, against advice from Empowered Forward
- Client / participant / attendee failed to clearly explain needs and circumstances to Empowered Forward

- Situations or circumstances outlined in this policy specifically (eg: non-attendance)

### **Cancellation of a Service / Course by Empowered Forward**

Empowered Forward reserves the right to cancel or postpone a service / course to an alternative date / time.

If a service / course is cancelled by Empowered Forward at any time, client / participant / attendees will be given an option to reschedule and transfer the fee paid for the service / course itself, to the service / course of same type and value; or to receive a full refund of the costs paid for the service / course itself only.

No further monies will be paid / refunded to the client / participant / attendee, for any other expenses or losses that the client / participant / attendee has or may incur (eg: costs incurred for hiring of venues, catering, travel, accommodation\* etc). \*including, but not limited to.

### **Cancellation of Blended Online Service / Course (Public or Private Group Booking)**

Unless a service / course is cancelled by Empowered Forward, once a client / participant / attendee is enrolled to participate in an online service / course, no refund, transfer or cancellation is available if the client / participant / attendee cannot or does not attend.

### **How to Contact Empowered Forward Regarding Reschedules, Cancellations and Refunds**

We understand that situations arise whereby you may need to cancel a booking that you have made with Empowered Forward, for a service / course. We request that all cancellations be made no later than 21 days prior to the service / course, wherever possible. Notice of intent to cancel a booking for a service / course can be made by contacting us at Empowered Forward directly.





**EMPOWERED  
FORWARD**

Empowered Forward reserves the right to determine whether a transfer of booking, reschedule of booking, or full or partial refund is payable to the client / participant / attendee upon cancellation of a booking for a service / course.

To discuss cancellation of your booking, contact Empowered Forward at:

Email: [empoweredforward.jessica@outlook.com](mailto:empoweredforward.jessica@outlook.com)

Phone: (+61) 0406 255 464

### **Public Bookings, Cancellations and Rescheduling – Individuals (Face to Face)**

Where a client / participant / attendee wishes to cancel, transfer or reschedule a booking for a service / course; Empowered Forward reserves the right to determine approval for such.

Where a client / participant / attendee has booked in for a public service / course and wishes to cancel, they must contact Empowered Forward in this instance. Approval for a cancellation refund, transfer, or reschedule of the booking made is at the discretion of Empowered Forward.

If a refund is approved by Empowered Forward for a client / participant / attendee / booked for a public service / course, the following applies.

1. More than 21 days' notice: 60% of amount paid, refunded
2. More than 14 days' notice: 40% of amount paid, refunded
3. Less than 14 days' notice: no refund

### **Private Group Bookings, Cancellations and Rescheduling – Groups / Workplaces / Businesses / Organisations**

Where a group of any description / type makes a booking for a service / course, the full amount as listed via an invoice is payable by the date listed on the invoice.

All service / course charges must be paid for in full prior to service / course delivery. Invoices are generated on a case by case basis, for particular groups engaging the service / courses of Empowered Forward. Official quotes are available prior to an invoice being generated if requested by a group.



Paying the invoiced amount will secure your booking.

Should a group wish to reschedule a booking it is at the discretion of Empowered Forward as to the dates that are offered in the instance of rescheduling. No monies will be paid / refunded to the client / participant / attendee, for any expenses or losses that are or may be incurred when a booking is rescheduled (eg: costs incurred for hiring of venues, catering, travel, accommodation\* etc). \*including, but not limited to.

Where a group wishes to cancel a group booking, they must contact Empowered Forward to discuss this. Approval for cancellation is at the discretion and decision of Empowered Forward. Where a booking is cancelled, an admin fee may apply; and in some instances, only partial refund of the service / course invoiced will apply. Details about cancellation and refund for private group bookings, and the amount refundable will be discussed with the client / participant / attendee booking on a case by case basis; as this depends on location, travel required, number or participants prepared for etc.

Cancellation of a private group service / course booking by the client / participant / attendee with less than 14 days notice will result in no refund. Rescheduling will be offered by Empowered Forward in this instance, but no monies will be paid / refunded to the client / participant / attendee, for any expenses or losses that are or may be incurred when a booking is rescheduled (eg: costs incurred for hiring of venues, catering, travel, accommodation\* etc). \*including, but not limited to.

### **Processing of Refunds**

All refund amounts approved by Empowered Forward are paid back to the client / participant / attendee to the nominated bank account, or via cash (as determined by the way in which payment was made to Empowered Forward). If payment was made via an online ticket booking system, refunds will be processed via the same system.

Empowered Forward is cashless.



**EMPOWERED  
FORWARD**

THROUGH EDUCATION AND SUPPORT

Refunds will only ever be available for (when approved by Empowered Forward) the fee paid for the service / course of same type and value; or to receive a full refund of the costs paid for the service / course itself only. No further monies will be paid / refunded to the client / participant / attendee, for any other expenses or losses that the client / participant / attendee has or may incur (eg: costs incurred for hiring of venues, catering, travel, accommodation\* etc). \*including, but not limited to.

Written confirmation of refunds approved and processed will be provided by Empowered Forward, to the client / participant / attendee.

### **Terminology Referenced**

Service / Course Costs or Fees Only (refundable): No monies will be paid / refunded to the client / client / participant / attendee / attendee/group group/payee/client / participant / attendee, for any expenses or losses that are or may be incurred when a booking is rescheduled (eg: costs incurred for hiring of venues, catering, travel, accommodation\* etc). \*Including, but not limited to.

To discuss this policy further, or for more information; contact us:

Email: [empoweredforward.jessica@outlook.com](mailto:empoweredforward.jessica@outlook.com)

Phone: (+61) 0406 255 464

### **Agreement**

By booking and making a payment to Empowered Forward for service / courses, you understand and are in agreeance to this policy and its content outlined. You also understand that variances or difference of terms and conditions may be applicable to you in some instances, as discussed with you in writing prior to the booking of a service / course.