

# Terms and conditions

## Group training sessions



### Delegation

Through the execution of this registration the specified agency acknowledges to the Queensland Ombudsman that the agency representative is the holder of the appropriate delegations, whether contractual or financial, to legally bind the agency to this booking.

Should the agency representative not hold the appropriate delegations, then this agreement shall remain binding and enforceable between the specified agency and the Office of the Queensland Ombudsman unless otherwise varied or rescinded by the Queensland Ombudsman.

### Cancellations and transfers

#### Agency cancellation/transfer

No refund will be given for cancellations. If you wish to transfer your group registration, 15 working days' notice must be given in writing to [training@ombudsman.qld.gov.au](mailto:training@ombudsman.qld.gov.au). No transfer will be accepted if less than 15 working days' notice is given from the registered training course unless exceptional circumstances exist.

If any flights, accommodation, car hire or other arrangements have been made by the Queensland Ombudsman for your session and you transfer or cancel your group registration outside the 15 working day notice period, you will be liable for the costs of altering these arrangements.

If an agency fails to attend their booked session, the full course fee will be incurred. Any further booking will be charged at the applicable course fee.

#### Queensland Ombudsman cancellation

The Queensland Ombudsman reserves the right to postpone, cancel or alter this program as deemed necessary. If payment has been made and the Queensland Ombudsman cancels a course, the Office will offer alternative venues and dates. If none of these alternatives are acceptable, a full refund will be given.

### Participant numbers

Group sessions are restricted to a maximum of 25 participants per session.

### COVID-19

Please do not attend face-to-face training if you have COVID-19 symptoms, are unwell, have been overseas or to a COVID-19 hotspot in the 14 days preceding training, or have been in close contact with a confirmed COVID-19 case.

### Payment

Full payment is required at the time of registration. Your booking will not be confirmed until payment is received.

## Discounts

The Queensland Ombudsman will not apply discounts to any registrations.

## Course content

A standard training program will be provided using generic examples and scenarios. Tailored programs may be requested, but are subject to approval and may incur additional costs.

## Catering

The Queensland Ombudsman will not supply any catering. It is the responsibility of the booking agency to arrange COVID-19 safe catering if required.

## Venue

The Queensland Ombudsman does not supply the venue for the registered training course. The agency is responsible for the provision of the venue, necessary equipment and compliance with COVID-19 requirements. The venue must have a minimum of 2 square meters of accessible space per person.

## Disclaimer

The training programs are intended to provide general information. They should not be relied upon as legal or specific advice. Formal legal advice should be sought in particular transactions or on matters of interest arising from these programs.

## Intellectual property

The content, design, solutions and plans contained in the course materials represent the intellectual property of the Queensland Ombudsman. All rights are reserved, except as may be granted to the agency and participants in writing by the Queensland Ombudsman.

The use of recording equipment in training courses without the Queensland Ombudsman's written prior consent is prohibited. The agency and participants agree not to use trademarks, trade names or other designations in any promotion or publication without prior written consent of the Queensland Ombudsman.

## Privacy notice

The Queensland Ombudsman is collecting your personal information for the purposes of conducting its training services, including confirming bookings, notifying of cancellations and preparing invoices. All personal information you provide is handled in accordance with the *Information Privacy Act 2009*. The Queensland Ombudsman may disclose your personal information to your employer on request. Otherwise, the Queensland Ombudsman will not disclose your personal information without your consent, unless required or authorised by law.

[www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au)