

Terms and conditions

Open 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and enforceable between the specified agency and the Office of the Queensland Ombudsman unless otherwise varied or rescinded by the Queensland Ombudsman.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, substitutions and non-attendance

No refund will be given for cancellations.

You may substitute another representative from your agency to attend in your place up to and including the day of the registered training course.

All requests for changes to registrations must be made in writing to training@ombudsman.qld.gov.au.

Non-attendance of registered participants at open sessions will incur the full course fee. Any further booking will be charged at the applicable course fee.

Cancelled courses

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, a full refund will be given.

Travelling from a distance for your course?

Occasionally courses may need to be cancelled. The Queensland Ombudsman will endeavour to give adequate notice, but travel bookings must be made with this in mind.

The Queensland Ombudsman accepts no responsibility for any travel, accommodation or other consequential losses, which may be incurred.

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.

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.

Catering

The Queensland Ombudsman will provide catering for face-to-face sessions. Webinar sessions do not include catering.

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