



## **CAANZ Communications Agencies Association of New Zealand**

### **Terms and Conditions for Professional Development Services**

#### **Payment Terms, Refund Policy, Non Attendance, Privacy.**

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#### **Terms of Payment**

This page includes the relevant information surrounding terms of participation for any of the Professional Development services offered by CAANZ. Please read these terms of use carefully before you decide to purchase training with CAANZ.

#### **Overview**

Attendance to any training event conducted by CAANZ is subject to all outstanding funds being cleared prior to the course delivery date.

To confirm your booking you need to contact CAANZ directly, at which time a CAANZ assistant will process your booking, and provide you with the appropriate documentation to support your booking via email.

CAANZ will make every effort to ensure that your allocated course commences on the relevant date and time originally specified within your booking confirmation, but where this is not possible, CAANZ reserves the right to alter the date, time and location, provided that CAANZ gives the delegate considerable notice of any such change(s) as soon as is reasonably possible.

Once a registration has been confirmed by CAANZ, you will receive an invoice for the course within 5 working days. Confirmation of your place on such course shall be deemed by way of payment.

Should CAANZ be required to cancel a course for whatever reason, you shall be refunded the course fees in full. No other associated costs incurred by the participant shall be passed onto CAANZ and as such will remain the liability of the participant.

#### **Services & Pricing Information**

CAANZ hold regular Professional Development courses, seminars and events. The associated costs for the members and non-members are detailed with the course information on the CAANZ website.

The fees for the attendance at Professional Development must be paid prior to commencement of the course.

#### **Refund/Cancellation Policy**

In the event that you wish to cancel any training session that you have booked through CAANZ the following applies:

- If you are unable to attend a booked event, a substitute attendee may be sent as a replacement (subject to approval).
- If you wish to cancel more than 14 working days before the start of the event we will refund the cost of the ticket or fee minus 50%.
- If you wish to cancel less than 14 working days before the start of the event, no ticket fee will be refunded.
- If you wish to cancel after the event has started, no ticket fees will be refunded.

All cancellations or postponements must be notified in writing to the CAANZ Industry Development Manager.

**Non-attendance**

Non-attendance of any event due to illness, or for personal or professional reasons does not provide the right to refunds, or a transfer to another event.

**Privacy Policy**

CAANZ is committed to protecting and respecting your privacy. CAANZ may collect information of a personal nature (Name, Company, Title etc.) for the CAANZ database for industry communications only.

CAANZ is an independent entity that does not deal with any third parties, all information collected is stored at CAANZ for internal purposes only and will endeavour to remove you from our record should we receive written request.

CAANZ is a not for profit association registered at the New Zealand Companies Office (Reg'n Number 216595).