

---

## PUBLIC COURSES TERMS & CONDITIONS

### 1. BOOKING CONFIRMATION

Bookings for People Tank public programs are confirmed upon receipt of full payment or a purchase order (PO) from the organisation or individual. Once your booking is confirmed, a confirmation email will be sent to the registered participant with program details and a receipt or tax invoice.

### 2. PAYMENT TERMS

All fees for public programs are due at the time of booking unless otherwise agreed in writing. Payment can be made via credit card, bank transfer, or an agreed PO. All prices are in Australian dollars (AUD) and are exclusive of GST.

### 3. CANCELLATION POLICY

Cancellations by Participants:

- Cancellations made more than 14 days prior to the program date will receive a full refund or credit towards a future program.
- Cancellations made between 10-14 days prior to the program date will receive a 50% refund or a credit for the full amount towards a future program.
- Cancellations made less than 10 days prior to the program date are non-refundable. Substitutions with another person for the same program and date will be allowed at no additional cost.

Cancellations by People Tank:

- People Tank reserves the right to cancel or reschedule any public program due to unforeseen circumstances or low enrolment. In such cases, participants will be offered a full refund or the option to transfer to a future program date. Courses must reach minimum numbers to run effectively.

### 4. SUBSTITUTIONS

If a participant is unable to attend a program, a substitute participant from the same organisation may attend at no additional cost. Please notify us of any substitutions at least 48 hours prior to the program date.

### 5. PROGRAM CHANGES

People Tank reserves the right to make changes to program content, facilitators, venue, or delivery method as necessary. We will make every effort to communicate these changes in advance.

### 6. INTELLECTUAL PROPERTY

All materials provided during the public program, including workbooks, slides, and handouts, remain the intellectual property of People Tank. Participants may not reproduce, distribute, or share these materials without prior written consent.



---

## **PUBLIC COURSES TERMS & CONDITIONS**

### **7. CODE OF CONDUCT**

People Tank is committed to providing a respectful and inclusive learning environment. Participants are expected to behave professionally and respectfully towards facilitators and fellow participants. People Tank reserves the right to remove any participant who disrupts the program or behaves inappropriately.

### **8. PRIVACY POLICY**

People Tank is committed to protecting your privacy. Any personal information collected during the booking process will be used solely for program administration purposes and will not be shared with third parties without your consent. For more details, please refer to our Privacy Policy.

### **9. LIABILITY**

People Tank will not be liable for any direct, indirect, incidental, or consequential damages arising from participation in our public programs. Participants are responsible for their own travel arrangements and any associated costs.

### **10. GOVERNING LAW**

These Terms & Conditions are governed by the laws of the State of Victoria, Australia. Any disputes arising from these terms shall be subject to the exclusive jurisdiction of the courts in Melbourne, Victoria.



Learn  
*grow*  
Transform