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## ANZSOG TERMS AND CONDITIONS

### Education – Executive Fellows Program, Towards Strategic Leadership & Deputies Leadership Program

#### *Payment of program fees*

Sponsoring agencies are invoiced on successful acceptance of the applicant into the program. Payment of the program fee must be received in full prior to program commencement.

#### *Participant substitutions and deferrals*

Registration can be transferred to a suitably qualified colleague at no additional cost if a participant is unable to attend with the approval of the participant's sponsoring agency. ANZSOG must be notified in writing at [programs\\_team@anzsog.edu.au](mailto:programs_team@anzsog.edu.au) of replacement details a minimum of three business day in advance of the program commencement. Substitutions made with less than 72 hours' notice cannot be guaranteed.

If a participant is unable to attend, attendance can be deferred to the same program within the same financial year with approval of the participant's sponsoring agency. The sponsoring agency can also elect to transfer the funds to another ANZSOG offering(s) within the same financial year paying any difference in fees applicable at the time.

Under exceptional circumstances deferrals will be allowed for an additional 12 months from the date of the original booking. If the individual fails to take up enrolment within this period, ANZSOG will charge the full program fee and no refund will be provided.

#### *Participant cancellations*

Cancellations must be advised to ANZSOG by the sponsoring agency in writing at [programs\\_team@anzsog.edu.au](mailto:programs_team@anzsog.edu.au). Cancellations received more than 14 days from commencement will incur a 50% charge of the program fee. The full program fee is payable for cancellations received within 14 days or less from commencement.

#### *Participant non-attendance*

The full program fee applies if a participant does not attend the program. No refund will be provided.

ANZSOG will consider providing a refund of the program fee or issuing a credit voucher for the value of the program fee under exceptional circumstances such as death of an immediate family member or serious illness. Requests for refunds or credit vouchers must be in writing with the approval of the participant's sponsoring agency to ANZSOG at [programs\\_team@anzsog.edu.au](mailto:programs_team@anzsog.edu.au) outlining the rationale for their request. The credit voucher will be valid for 12 months from the issue date.

#### **Amendments, deferrals and cancellations by ANZSOG**

Program dates and faculty are subject to change, and ANZSOG reserves the right to defer or cancel a program at any time. ANZSOG will notify registered participants of any changes.

If a program is deferred, participants will be automatically transferred to the rescheduled program. If participants are unable to attend the rescheduled program, a credit voucher will be issued for the value of the program fee valid for 12 months from the issue date.

If a program is cancelled, participants will receive a credit voucher for the value of the program fee valid for 12 months from the issue date.