

POSITIVE CHANGE MAKERS - TERMS AND CONDITIONS

Booking Confirmation

Once CMY has received your booking request, we will send you an email containing relevant booking information and an invoice for a \$100 non-refundable booking fee. Paying this fee means that you accept the booking conditions outlined in this document. Your booking is not confirmed until we have received payment of this fee. The booking fee is included in the overall cost of the session.

An invoice will be sent to you for the remaining amount following the delivery of the session. If your organisation has different payment methods, please let us know and we will do our best to accommodate this.

Rescheduling

In the event that you need to reschedule the booking, a minimum of 72 hours' notice is required. Rescheduling requests made within this timeframe will not incur costs. Any requests that do not meet this timeframe will incur an additional \$100 rescheduling fee that is not included towards the cost of the session. Up to two rescheduling requests can be made per booking. Any further requests for rescheduling will result in cancellation of your session and you will be liable to pay any fees incurred.

Cancellations

In the event that you request to cancel your session, your booking fee will not be refunded. In addition to this, sessions that are cancelled within 48 hours of the date of delivery will incur a 20% fee of the total workshop cost. Sessions that are cancelled within 24 hours will incur a cancellation fee of 50% of the total workshop cost.

CMY staff reserve the right to cancel workshops if the environment is deemed unsafe.

Group Numbers

Each workshop needs a minimum of 10 participants to go ahead. If you are uncertain about your group numbers in the lead up to the scheduled session, please contact us to discuss.

Supervision

It is the booking organisations responsibility to ensure adequate supervision and behaviour management strategies are provided for participants during workshops. At least one staff member is required to be present at all times. CMY staff will not tolerate disruptive, abusive, threatening or aggressive behaviour and reserve the right to cease the workshop in the event this occurs and adequate intervention by supervisors is not made.

Risk Management

It is the booking organisations responsibility to ensure adequate risk assessments are completed prior to the workshop and to manage any incidents that occur during the session.

Child Safety

CMY is a child-safe organisation and values the safety of all children and young people. All CMY staff have completed Child Safety Training and hold current Working with Children Checks, which can be provided on request.

Intellectual Property

All content (activities, handouts, stories, multimedia) presented as part of a workshop, remain the intellectual property of CMY.