

COMPASS TERMS AND CONDITIONS

Participation in Compass – Visionary Leadership for Women in all its forms is governed by the following terms and conditions:

1. Full enrolment in the Compass program is acknowledged upon accepting this agreement or payment of invoice.
2. Once paid, program fees are non-refundable.
3. Participants acknowledge the group learning approach in Compass and will make best endeavours to attend all program days, Triad meetings, webinars, and other agreed contact times.
4. Any unauthorised copying may constitute a breach of the Copyright Act 1968 (Cth) (as amended from time to time).
5. Unless explicitly stated, program fees include the cost of program materials, books, catering, venue, and online platform implementation costs.
6. Participants must advise Dattner Group of any change to address and/or contact details while enrolled in any course.
7. If payment has been made for Compass or Compass Advance that is hosted at a venue:
 - a. Where fewer than 10 weeks notice is provided, the participant or paying client listed on agreement form, must cover the expense costs associated with the retreat venue (max \$650 plus GST).
 - b. Where fewer than 4 weeks notice is provided, the participant or paying client listed on agreement form, must cover the full expense costs associated with the retreat venue (max \$1250 plus GST).
8. Program deferment or transference of enrolment to an alternative participant is acceptable under the following conditions:
 - a. Organisations funding and nominating Compass participants are responsible for managing the participant's enrolment and/or the transference of enrolment to an alternative participant from their organisation;
 - b. The nominated individual enrolled is responsible for flagging their deferment or withdrawal from Compass no less than **four (4) weeks prior** to the commencement of the program, and must notify the Compass program Manager and key contact for coordinating Compass participation at their organisation;
 - c. To graduate from the Compass program, participants are required to attend all modules, including the graduation. A minimum of two **(2) weeks notice** is required where participants are unable to attend a portion of the program, and whereby participants agree to attend makeup sessions. Graduation to the Compass program is contingent on participants attending all makeup sessions.
 - d. If the enrolment was cancelled due to extenuating circumstances such as sudden illness or other personal matter that prevents the participant attending, Dattner Group will offer an alternative program for the participant;
 - e. A participant may only change their program enrolment once;
 - f. A deferment of participation will be made to the next available program; or up to the discretion of the Compass Program Manager within 6 months of the original program.
9. Payment must be settled in full 7 days prior to the program commencement; or as specified on the invoice.

10. If Dattner Group deems it necessary to engage a debt collection agency to collect the outstanding amount, all costs associated with debt recovery will be added onto the outstanding debt.
11. Dattner Group will not be liable or responsible for any failure to deliver, or delay the performance of any obligations caused by events outside Dattner Group's reasonable control (Force Majeure Event). A Force Majeure Event includes any act, event, non-happening, omission or accident beyond Dattner Group's reasonable control. Dattner Group will use best endeavours to mitigate Force Majeure Events and provide alternative solutions where possible. This may include rescheduling program dates at time of Dattner Group's choosing.
12. Participants understand that where program materials and workshops are delivered online, private information such as log-in details, Dattner Group materials, and other content cannot be shared. In the case that a participant does share these details with others it may lead to the cancellation of enrolment.
13. Dattner Group maintains a Privacy Policy which can be viewed at <https://dattnergroupp.com.au/privacy-policy/>
14. In the event of a dispute between a program participant and Dattner Group, internal procedures are in place to facilitate the resolution of the dispute.
15. Dattner Group will ensure fair and equitable management of complaints, grievances and appeals by providing a transparent, timely and consistent process for resolving complaints, grievances and appeals.