MAYORAL LEADERSHIP COLLECTIVE

TERMS AND CONDITIONS

Participation in the Mayoral Leadership Collective is governed by the following terms and conditions:

1. Full enrolment in the Mayoral Leadership Collective is acknowledged upon accepting this agreement or payment of invoice.
2. The program fee is $3,800 plus GST per participant.
3. Once paid, program fees are non-refundable.
4. Participants acknowledge the group learning approach in the Mayors Leadership Collective and will make best endeavours to attend all program days, Triad meetings, coaching sessions, and other agreed contact times.
5. Any unauthorised copying may constitute a breach of the Copyright Act 1968 (Cth) (as amended from time to time).
6. Unless explicitly stated, program fees include the cost of program materials, catering, venue, and online platform costs.
7. Participants must advise Dattner Group of any change to address and/or contact details while enrolled in the program.
8. Where the Mayors Leadership Collective is hosted at a venue and a participant withdraws:
    a. Where fewer than 10 weeks notice is provided, the participant or paying council/organisation listed on the agreement form must cover the expense costs associated with the venue (max $650 plus GST).
    b. Where fewer than 4 weeks notice is provided, the participant or paying council/organisation listed on the agreement form must cover the full expense costs associated with the venue (max $1,250 plus GST).
9. Program deferment or transference of enrolment to an alternative participant is acceptable under the following conditions:
    a. Councils or organisations funding and nominating participants are responsible for managing the participant's enrolment and/or the transference of enrolment to an alternative participant;
    b. The nominated participant is responsible for flagging their deferment or withdrawal from the Mayors Leadership Collective no less than **four (4) weeks prior** to the commencement of the program, and must notify the Mayors Leadership Collective Program Manager and key contact at their council or organisation;
    c. To complete the Mayors Leadership Collective, participants are required to attend all program sessions, including the final session. A minimum of **two (2) weeks notice** is required where participants are unable to attend a portion of the program, and participants agree to attend makeup sessions. Completion of the program is contingent on attending all required sessions including any makeup sessions;
    d. If an enrolment is cancelled due to extenuating circumstances such as sudden illness or other personal matter that prevents the participant

attending, Dattner Group will offer an alternative arrangement 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 at the discretion of the Mayors Leadership Collective Program Manager within 6 months of the original program.

10. Payment must be settled in full 7 days prior to the program commencement; or as specified on the invoice.
11. 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.
12. Dattner Group will not be liable or responsible for any failure to deliver, or delay in 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 Dattner Group's choosing.
13. Participants understand that where program materials and sessions are delivered online, private information such as log-in details, Dattner Group materials, and other content cannot be shared with others. Sharing these details may lead to the cancellation of enrolment.
14. Dattner Group maintains a Privacy Policy which can be viewed at https://dattnergroup.com.au/privacy-policy/
15. 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.
16. 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.