

ASF terms and conditions

Payment Policy

- Registrations are not considered firm until payment is received.
- For online registrations, payment is required upon checkout via credit card (Visa, Mastercard or AMEX).
- Other accepted methods of payment are direct bank transfer and manual credit card payments (should you choose to give your credit card details over the phone).
- Payments are fully automated with an immediate response via email confirmation together with a tax invoice.
- ASF uses the eWAY Payment Gateway for its online credit card transactions.
- Your complete credit card number cannot be viewed by ASF or any other party.
- All transactions are performed under 128 Bit SSL Certificate.
- All transaction data is encrypted for storage within eWAY's bank-grade data centre, further protecting your credit card data.
- eWAY is an authorised third-party processor for all the major Australian banks.
- eWAY at no time touches your funds; all monies are directly transferred from your credit card to the merchant account held by ASF.
- On presentation to a course or event, your name will be checked off a list. You will not receive a ticket or authorisation.

Refund Policy

- In the event that a course or event is cancelled at the last minute beyond our control, ASF may in its discretion transfer your registration to another available date or refund you the amount paid.
- ASF reserves the right to cancel, postpone or reschedule a course due to low enrolment or unforeseen circumstances. If a course is cancelled, we will make every attempt to notify all the registered course participants within 5 working days. Regardless of the reason for course cancellation, accommodation, travel and any other expenses, are the delegate's responsibility and ASF will not accept any claims for compensation other than the refund of the course fee.
- If you are unable to attend a course or event, ASF may in its discretion transfer your registration to another available date or refund you the amount paid. A substitute may attend the course in your place provided you have notified ASF of this prior to the commencement of the course.

Privacy

- ASF may collect information from individuals who interact with the ASF in the course of its business, either electronically or in hard copy format, including information that personally identifies individual users. ASF may also record various communications between individuals and ASF.
- ASF collects personal information, either directly or indirectly, that is reasonably necessary for, or directly related to delivery of the services it offers.
- Information will not be disclosed to third parties except where authorised or required by law.
- ASF respects an individual's right not to receive marketing material and provides an option within communications for individuals to unsubscribe from receiving ASF marketing material.
- ASF endeavours to ensure that the personal information it collects and uses or discloses is accurate, up to date, complete and relevant.

Copyright

- All rights of ASF are reserved. Neither the course material of ASF courses nor any part of them may be copied or reproduced in any form or by any means, or translated into another language, without the prior written consent of ASF.
- No organisation may use ASF training or course material or any part of them for any form of training course, seminar, workshop or other educational offering without the prior written consent of ASF.

Enquiries

Please contact us if you have any enquiries or concerns:

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