

## 1. Acceptance of Terms

By accessing or enrolling in our courses, you agree to be bound by these Terms of Use, all applicable laws, and regulations.

## 2. Use License

- Personal Use Only: You are granted a limited, non-transferable license to view/download course materials for personal, non-commercial use (except where specifically stated).
- Restrictions: You may not modify, copy, reproduce, republish, upload, post, transmit, or distribute training materials without explicit permission.
- No Sharing: Log-in credentials (where applicable) are for personal use only and must not be shared. Access may terminate upon violation of these rules.
- All content (videos, text, images) is the property of the Chalice Foundation and protected by copyright law. Unauthorised use constitutes a violation of these terms and will result in termination of your licence.

## 3. Account Responsibility

You are responsible for maintaining the confidentiality of your account password (where applicable) and for all activities occurring under your account.

## 4. Payments and Refunds

1. Payment Terms: You agree to pay for course(s), including installment plans if applicable.
2. Refunds
  - a. No refunds will be considered except in the following circumstances:
    - i. If you request to cancel your place more than 28 days before the start of the training **and** the workshop is full **and** your place can be filled from a waiting list. In this case a refund of all payments received for the relevant training, minus a AU\$50 admin fee may be possible, on application. See 4.2.c re FOME packages.
    - ii. If you are sick/injured/pregnant & unable to attend the training **and** can provide a doctor's note **and** you request to cancel before the course commences. In this case a refund of any payments for CDG/FCD training made to date, minus a AU\$50 admin fee (or the deposit, whichever is greater), may be possible on application. See 4.2.c re FOME packages.
    - iii. If we are unable to run the course **and** are unable to offer an alternative date within 18 months following receipt of your application **and** you are unable to wait for a future training. In this case a refund of any payments made for the training may be made on application. See 4.2.c re FOME packages.
    - iv. If we are unable to obtain two satisfactory references for you & you are thus deemed ineligible to join the training we will refund you any course fees paid minus a AU\$50 admin fee. See 4.2.c re FOME packages.
  - b. No refunds are possible in any circumstances once the course has commenced.

- c. If you paid via a FOME package, and you meet one of the exceptions above then any payments made towards the reduced CDG/FCD fee (not including the full price of FOME) could be refunded on application, minus the AU\$50 admin fee. No refund for FOME will be offered once access to the online course platform has commenced.
  - d. Collection: We reserve the right to seek payment through debt collection services if installments are missed and you have commenced CDG/FCD training with us
3. Transfers: Transfer to a future training may be possible on request, depending on circumstances and are strictly at the discretion of the course leaders

## **6. Recording of live sessions**

Recordings of all online sessions are exclusively for your own use. Please note that all group sessions will be recorded and shared with the whole group. These recordings will not be available to anybody outside the participant group.

## **7. Disclaimer**

All materials on these trainings are provided 'as is'. The Chalice Foundation makes no warranties, expressed or implied, and hereby disclaims and negates all other warranties, including without limitation, implied warranties or conditions of merchantability, fitness for a particular purpose, or non-infringement of intellectual property or other violation of rights. Further, the Chalice Foundation does not warrant or make any representations concerning the accuracy, likely results, or reliability of the use of the materials on its website or otherwise relating to such materials or on any sites linked to this site.

## **8. Limitations**

In no event shall the Chalice Foundation be liable for any damages (including, without limitation, damages for loss of data or profit, or due to business interruption) arising out of the use or inability to use the materials provided in these trainings, even if the Chalice Foundation or an authorized member thereof has been notified orally or in writing of the possibility of such damage. Because some jurisdictions do not allow limitations on implied warranties, or limitations of liability for consequential or incidental damages, these limitations may not apply to you.

## **9. Revisions and Errata**

Although we always endeavour to avoid these, the materials appearing in the CDG/FCD trainings may include technical, typographical, or photographic errors. The Chalice Foundation does not warrant that any of the materials on its website or training materials are accurate, complete, or current.

## **10. Termination**

Access may be terminated immediately if you violate any of these restrictions.

## **11. Governing Law**

These terms are governed by the laws of Australia.

## **12. Complaints Procedure**

If you have a complaint, please do contact via our contacts page to arrange a meeting to discuss your issue. Our trainings and workshops are supportive and inclusive and good communication is important for you to get the most out of them. We take the care of the students on our training and workshops very seriously and will work compassionately with you to resolve any issue.