

Terms and Conditions for Programs, Workshops & Training with Successful Living

These terms and conditions apply to all Successful Living Pty Ltd Programs, Workshops and Training. The training we provide is as per the information we advertise however we reserve the right to update the information, the venue or the trainers as required.

Our Payment Policy

Payment is required to confirm registration and must be received in full 7 days before the commencement date. All bookings will receive confirmation and payment receipt within 7 days of scheduled date of program. Your booking is not guaranteed until you have received this confirmation.

Our Cancellation Policy

The course fee is non-refundable; however you may transfer to an alternative course date without charge.

Our Complaint Policy

We are confident that we will deliver the program to your utmost satisfaction; however if you are unhappy with any part of the program, please write to Successful Living Pty Ltd within 30 days of completing the training. We take pride in the quality of the training we provide and will investigate any complaint that relates to it, however we can only pass onto the relevant company any complaint about the venue or the catering.

Our materials

- Training materials, Program and Workshop content has been developed by Successful Living Pty Ltd and is copyrighted to us. Any reproduction or distribution is not allowed.
- You may not use our logo without our written permission.
- Audio and video recording during workshops is not allowed.
- Occasionally we film trainers and your attendance at the seminars and workshops gives us the right to use your image and voice in any recordings without payment to you.

General Information

- The program may contain material that is in the public domain.
- If we change the venue, even at short notice, we will, of course, inform you. However, Successful Living Pty Ltd will not be liable for any additional costs you might incur due to this change.
- It is not our policy to cancel programs but if we have to do so, we apologise for any inconvenience and you will receive a full refund. Successful Living Pty Ltd will not be liable for any additional costs you might incur.
- In the event that Successful Living Pty Ltd is liable to any extent under this agreement, liability is limited to the amount of the fee paid by you.

Our Code of Professional Conduct

As a staff member, a trainer or a contract officer of Successful Living Pty Ltd, I have agreed to:

- Maintain my personal and professional standard at all times
- Treat all clients and potential clients with respect and confidentiality; and respect that right to privacy except where otherwise required by law
- Continue to upgrade my personal skills and knowledge.
- Refrain from offering professional advice that may be confidential, misleading or where the accuracy of the information is difficult to assess.
- Listen and respond to feedback from participants and clients in regards to Successful Living Pty Ltd Programs.