

# TERMS & CONDITIONS

## SERVICES

In confirming a booking with Connect Incursions you indicate you have understood, read and accept the following terms and conditions:

- Connect Incursions will provide you with a booking confirmation and date.
- All workshops have a duration of 60 or 90 minutes.
- All workshops have a maximum of 30 participants per session – unless special arrangements are agreed by both parties and detailed amendments are signed on the Activity Provider Risk Assessment.
- Invoice is provided at the time of booking, your acceptance of these terms and conditions is indicated by your payment for the services within the stated terms being strictly seven days – unless both parties have determined and agreed to other terms.
- Provisions for individual participants with medical, behavioural or learning needs who require special considerations will be assessed by the classroom teacher/OSHC facility manager prior to the incursion taking place to secure the additional supervising adults that may be required.
- The classroom teacher has overall responsibility for a school incursion, and the Centre Director in the case of OSHC and Vacation Care Facilities. For Corporate or community groups the booking co-ordinator or authorised representative has overall responsibility for the workshop.
- All care is taken, however we do not take responsibility for injuries caused by misuse of our equipment.
- Connect Incursions workshops are suitable for school aged children, early learning age children, educators, other professionals and parents. Workshop content information is available on our website. There are generally no prerequisites to participating in Connect Incursions workshops. Suggestions for age suitability have been made, you are welcome to participate, however you do so under your own volition. Connect Incursions takes no responsibility as to the suitability of any workshop.
- Connect Incursions reserves the right, at its sole discretion, to restrict, suspend or terminate your booking at any time for any reason without prior notice or liability.
- For termination of agreement and request for refunds, refer to Connect Incursions Cancellation Policy.

## FEES & PAYMENT

Invoices are provided from the date of booking. Invoices are payable within seven (7) business days of the invoice date.

- All pricing is exclusive of GST unless the price states GST is inclusive.
- Payment via direct bank transfer is the accepted method of payment. We reserve the right to seek recovery of any debt remaining unpaid sixty days from the date of invoice via collection Agencies. In such circumstances, you shall be liable for any and all additional administrative and/or court costs.

## CANCELLATIONS & REFUNDS

- Connect Incursions aim to provide excellence in safety, standards and customer service. We acknowledge that unforeseen circumstances may arise; however, Connect Incursions will not accept responsibility for these.
- Any schools and OSHC/Vacation Care that cancels within 3 weeks of a workshop will be charged at 40% of the booked fee. Absolutely no refunds will be offered for cancellations made less than 24 hours within a workshop, or where an incursion is deemed to have begun and is, for all intents and purposes, underway. The full booking fee will be charged.
- Any Business or Group that cancels within 3 weeks of a workshop will receive a 50% refund of the booked fee. Cancellations less than 14 days prior and less will not be eligible for any refund. Any cancellation received at least 31 days prior to the event will receive a full refund less \$125 administration fee.
- In the event Connect Incursions needs to cancel the workshop, and an alternative date for rescheduling is not agreed, then a full refund will be made for any workshop payments, excluding the processing and administration fees. Connect Incursions will not be responsible for any cost other than the workshop payment.

## PRIVACY & CONFIDENTIALITY

### PRIVACY STATEMENT

We are committed to protecting your privacy and take the collection and storage of your information seriously. This Privacy Policy applies to Connect Incursions (ABN 20 801 086 351) and [www.connectincursions.com.au](http://www.connectincursions.com.au) and describes how we protect your personal information.

Connect Incursions is bound by the National Privacy Principles contained in the Commonwealth Privacy Act 1988. <https://www.oaic.gov.au/privacy/australian-privacy-principles/>

### THE PERSONAL INFORMATION WE COLLECT

Connect Incursions may collect and hold the following information: names, addresses, telephone numbers, email addresses, titles and other information needed in the day to day running of the business, for the purpose of providing our services to clients, selling and marketing our products, processing bookings and payments for services provided.

### STORAGE AND ACCESS TO YOUR PERSONAL INFORMATION

Only authorised employees within the company have access to any information provided by individual customers for the sole purposes of company business. We will take all reasonable steps to protect the security of the personal information we hold. This includes appropriate measures to protect electronic and printed materials.

Connect Incursions will provide access to your personal information on request to our office on 0410487986

### SOURCES OF INFORMATION

Where possible, Connect Incursions will collect the information directly from its customers. On some occasions, personal information may be collected from competitions conducted by Connect Incursions.

## CONFIDENTIALITY

Connect Incursions collects personal information from the Customer or their Customer Records such as email address, business address and telephone number for the primary purpose of providing educational workshops, events and fulfilling the services of booking and payment. Customer Records are regarded as confidential and all information provided to our company may be recorded for the purposes of fair trade and therefore will not be divulged to any third party, other than if legally obliged to do so. To satisfy the legal obligations of all parties, Connect Incursions will use customer information to provide customer support, written information, worksheets or copies of records related to a booked event as part of an agreed contract, for the benefit of both parties.

**We will not sell, share, or rent your personal information to any third party or use your e-mail address for unsolicited mail. Any emails sent by this Company will only be in connection with the provision of agreed services and products.**

## EMPLOYEES, SUPPLIERS & JOB APPLICANTS

Connect Incursions will collect personal information relating to its employees, suppliers and job applicants for the purpose of obtaining and retaining qualified staff. This purpose includes but is not limited to fulfilling employment or business contracts, company insurance coverage and satisfying the legal obligations of holding a Blue Card.

## COOKIE POLICY

Our website uses cookies to help provide you with the best experience we can. Cookies are small text files that are stored on your computer, tablet, mobile phone or other device when you browse websites. The cookies in use on this website help us to make the website work as you would expect, and they also improve the security of the site.

We also use web tracking (including pixel tags) and analytics tools on our websites and third party websites to generate detailed statistics about traffic to our websites, the source of that traffic and how you interact with advertisements on our websites and third party websites. These tools can also measure and record conversions and sales.

We sometimes allow our trusted partners to use cookies or similar technologies on our websites for the purpose of analytics and targeted online advertising. Our trusted partners use cookies to collect data and allow them to recognize your computer or device when you visit our websites. The data they collect is kept separate from the personal information about you that we collect. We do not access or control our trusted partner's cookies. It is our trusted partner's privacy and cookie policies that apply to their use of these cookies and technologies.

## COOKIE PERMISSIONS

Continued use of our website [www.connectincursions.com.au](http://www.connectincursions.com.au) will constitute acceptance of Cookie use.

## DISABLING OR DELETING COOKIES IN YOUR BROWSER

It is usually possible to disable cookies by changing settings in your browser settings. However, doing so will limit the functionality of our website (along with many others). It may also be possible to delete cookies that have previously been stored. For information how do either of these procedures please consult the help files for your chosen browser.

## CHANGES TO OUR TERMS, PRIVACY, CONFIDENTIALITY AND COOKIE POLICIES

These policies may change from time to time. This information was last updated 15 January 2021. Your continued use of Connect Incursions services and website constitutes acceptance of this policy.

## CONTACT US

If you have questions in relation to these policies, you can contact [info@connectincursions.com.au](mailto:info@connectincursions.com.au).