

# Deposit and Cancellation Policy *VCC Learn2Lead Courses*

## Please Read Carefully

### **Learn2Lead Course Cost**

The total cost of the 6 day *VCC Learn2lead Course* is **\$1040**. It is only available to current financial members of the VCC. Camping costs at Mt Arapiles are a small additional cost to be paid separately to Parks Victoria by the participants. All participants are responsible for their own food and transport, but car-pooling and the sharing of cooking is encouraged.

### **Non-Refundable Deposit (\$440)**

Your place on the advertised *Learn2Lead Course* is secured once your **non-refundable and non-transferrable deposit payment of \$440** has been confirmed. There are only 4 places available on each course, so if you are keen, then it is in your interest to register and pay using the secure online *Register Now* as early as possible.

**If for any reason you are unable to attend the course, then there is no refund of your deposit.** This also includes cases in which sickness and/or injuries prevent participants from attending the course – even if medical certificates are provided. **This is because withdrawals are very difficult to replace and jeopardise the viability of the course for the other participants.**

Even if you wish to register for another *Learn2Lead Course*, another deposit will need to be paid – any deposit is only for a particular course and is non-transferrable.

### **Payment of the Balance Owing (\$600)**

**The \$600 balance of the full course payment must be paid at least 4 weeks prior to the start of the course, or later by agreement.** This gives the VCC Trip Co-ordinator a small amount of time to replace you on the course if you cannot attend, even though you have paid the deposit. If you cannot be replaced, this also gives the Instructor and the other three participants early notice if a course needs to be cancelled due to insufficient participants.

### **Course Cancellation**

In the rare event that a scheduled *Learn2Lead Course* has to be cancelled, then a *full credit of the amount that you have paid* will go towards a future *Learn2Lead Course* for you:

- If you have only paid the deposit, a full credit of \$440 will go towards a future *Learn2Lead Course*.
- If you have paid the full amount, a full credit of \$1040 will go towards a future *Learn2Lead Course*.

This credit provision does **not** apply if it was your withdrawal that contributed to the cancellation of the *Learn2Lead Course*.

You will be given as close as possible to 3 weeks notification, prior to the course, if it has to be cancelled.

### **Refunds/Credits Policy**

Because of the fixed cost nature of the *Learn2Lead Course* for the VCC, and the difficulty in replacing last minute withdrawals, **there will be no refunds to participants who have paid and are then unable to attend the scheduled *Learn2Lead Course*.** This includes both the deposit and the balance payments. This also includes cases in which sickness and/or injuries prevent participants from attending – even if medical certificates are provided. The **only** exception is in the case of COVID. (See below).

The only exception to this is when the VCC Trip Co-ordinator can replace an unavailable participant with another available member. **If a replacement member can be organised for your position on the course, then a credit of \$600 will go towards a future *Learn2Lead Course* for you if you have already paid the full amount.** A participant always loses their non-refundable and non-transferrable deposit for any cancellation.

Last minute replacements are very difficult to organise at short notice as members usually have to arrange for leave from work etc, as the course runs for 6 consecutive days. The *Learn2Lead Course* needs to run once confirmed, as the other participants and the instructor have organised and planned for their attendance. A participant withdrawing from a course may also assist in organising a replacement VCC member for their position on a course if they cannot attend.

## COVID-19 Cancellation

This COVID cancellation advice is current at the time of writing (9<sup>th</sup> May 2022). It may change with any change in Health Dept advice.

There are two situations that are important for the *Learn2Lead Course* regarding COVID:

### 1. Participant is a Close Contact

If a course participant is a 'Close Contact' to someone who has COVID, then the current advice is that they do not need to isolate. But there are some conditions on this, including mask wearing requirements. The participant most likely will be able to attend the course, but this is not guaranteed. Each situation will need to be considered individually.

### 2. Participant has COVID

If a participant has COVID, then they will **not** be able to attend the course. In this case, the course will continue, but will lose money. As a result, the participant will only receive **a credit of 50% of the cost of the course**. The VCC will also lose 50% of the cost of the course.

## Variations to this Policy

This policy may only be varied by the VCC Committee. Written applications to vary this policy need to be submitted to the VCC Committee by email to the *VCC Trip Co-ordinator* or the *VCC Secretary*.

- VCC Trip Co-ordinator: [clubtrips@vicclimb.org.au](mailto:clubtrips@vicclimb.org.au)
- VCC Secretary: [secretary@vicclimb.org.au](mailto:secretary@vicclimb.org.au)

Any written requests will be dealt with at the next VCC Committee Meeting.

If you have any questions regarding the *Learn2Lead Course*, or the above policies, please contact me for clarification.

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