

FIONA WOOD FOUNDATION

BURN MANAGEMENT TRAINING PROGRAM PAYMENT POLICY AND PROCESS

Version 1.0 | Effective Date: 5th March 2026

1. PURPOSE AND SCOPE

This Payment Policy outlines the fees, payment procedures, refund conditions, and participant rights for Fiona Wood Foundation Burn Management Training workshops (online and in-person).

This policy complies with Australian Consumer Law and supports the Foundation's strategic pillar of Impactful Education.

2. PARTICIPATION FEE

2.1 Standard Fee A participation fee of \$80.00 (AUD) per person applies to all Burn Management Training workshops, including:

- Online workshops delivered via virtual platforms
- In-person workshops delivered at designated locations

2.2 Fee Inclusions The participation fee includes:

- Workshop training and instruction
- Certificate of Participation
- Post-workshop support materials

2.3 Exclusions

- Catering is not provided

3. Payment Process

3.1 Registration and Payment Steps

Step 1:

Purchase a ticket via the TryBooking platform using the registration link or by scanning the QR code. Ensure all required questions and fields are completed, as this forms the full registration process.

Step 2:

Retain the confirmation email issued by TryBooking as proof of your registration and payment.

Step 3:

Final workshop details will be provided closer to the workshop date (approximately one week prior) via direct email from the Fiona Wood Foundation.

3.2 Availability

Tickets should be purchased as soon as possible, as places are limited and allocated on a first-come, first-served basis. Places cannot be held or reserved. Once capacity is reached, registrations will close.

4. REFUND POLICY

The Fiona Wood Foundation is committed to fair refund practices in accordance with Australian Consumer Law. This policy balances participant needs with the Foundation's operational requirements.

4.1 Cancellation by Participant

More than 14 days (two weeks) before the workshop start date

- Refund of \$60 (after a \$20 administration fee)

7-14 days before the workshop start date

- Refund of \$40 (50% of participation cost)

Less than 7 days before the workshop start date

- No refund

No-shows without prior notification

- No refund

4.2 Extenuating Circumstances Full refunds may be granted at the discretion of the Fiona Wood Foundation for documented extenuating circumstances, including but not limited to:

Applications for refunds due to extenuating circumstances must be submitted in writing to info@fionawoodfoundation.org.au, with supporting documentation, within 14 days of the workshop date.

4.3 Transfer Options As an alternative to refunds, participants may request:

- Transfer to an online workshop (subject to availability)
- Substitution of another participant from the same organisation

4.4 Cancellation by Fiona Wood Foundation If the Foundation cancels or postpones a workshop:

- Participants will be notified as soon as possible
- Full refund of the participation fee (100%) will be provided, OR
- Transfer to an alternative workshop date at no additional cost

The Foundation is not responsible for non-refundable costs incurred by participants, including, but not limited to, flights, accommodation, and related travel expenses.

4.5 Refund Processing

- All refund requests must be submitted in writing

- Email to: info@fionawoodfoundation.org.au
- Approved refunds will be processed within 14 days of approval
- Refunds will be paid via bank transfer (EFT) to the participant's nominated bank account
- Participants must provide their bank account details (BSB and account number) on the Refund Request Form
- Refunds will be paid to the person/entity who made the original payment unless written direction is provided

5. CONSUMER GUARANTEES

Under the Australian Consumer Law, participants have the following rights:

5.1 Service Standards: The Fiona Wood Foundation guarantees that workshop services will be:

- Delivered with due care and skill
- Fit for the stated purpose (burn management training for healthcare professionals)
- Delivered within a reasonable timeframe
- Delivered in accordance with workshop descriptions and promotional materials

5.2 Major Problems If a major problem occurs with the workshop service, participants have the right to:

- Cancel the service and obtain a refund, OR
- Receive compensation for the difference in value

Examples of major problems include:

- Workshop content substantially different from what was advertised
- Workshop not delivered on the scheduled date without adequate notice
- Trainer/facilitator does not have appropriate qualifications or expertise

5.3 Minor Problems If a minor problem occurs, the Foundation will:

- Address the issue within a reasonable timeframe
- Provide additional resources or alternative solutions

5.4 Limitations Participants are NOT entitled to a refund if:

- They simply changed their mind about attending
- They found the workshop content did not meet their personal expectations (when the content was accurately described)

- They were unable to attend due to personal scheduling conflicts (not covered by extenuating circumstances)
- Technical difficulties on the participant's end prevent online workshop access (e.g., poor internet connection, incompatible device)

6. COMPLAINTS AND DISPUTE RESOLUTION

6.1 Internal Complaints Process Participants who are dissatisfied with payment, refund, or workshop services should:

STEP 1: Contact the Foundation

- Email: info@fionawoodfoundation.org.au
- Phone: [+61 8 6285 5647](tel:+61862855647)
- Provide details of the concern in writing

STEP 2: Review and Response

- The Foundation will acknowledge complaints within 5 working days
- Investigation and response within 14 working days
- Resolution proposed in writing

STEP 3: Escalation

- If unresolved, escalate to the Foundation's Executive Officer

6.2 External Dispute Resolution If the internal process does not resolve the issue, participants may:

- Contact Consumer Protection WA: 1300 30 40 54 or www.consumerprotection.wa.gov.au
- Contact the Australian Competition and Consumer Commission (ACCC): www.accc.gov.au
- Seek independent legal advice

8. PRIVACY AND DATA PROTECTION

8.1 Collection of Information the Foundation collects personal and payment information for the purposes of:

- Workshop registration and administration
- Payment processing and financial record-keeping
- Communication regarding workshops and training opportunities
- Compliance with legal and regulatory requirements
- Addition to the VEGA Works CRM system for contact management

Participants who opt in during registration will be added to the Foundation's mailing list to receive newsletters, updates about future training opportunities, and other communications from the Fiona Wood Foundation in accordance with the Spam Act 2003. Participants may opt out of receiving communications at any time by using the unsubscribe function in emails or contacting the Foundation directly.

8.2 Information Security

- Payment information is processed through secure payment gateways
- Personal information is stored in accordance with the Privacy Act 1988 (Cth)
- Information is not shared with third parties except as required for workshop delivery and payment processing

8.3 Participant Rights Participants have the right to:

- Access their personal information held by the Foundation
- Request correction of inaccurate information
- Understand how their information is used

For privacy inquiries, contact: info@fionawoodfoundation.org.au

9. POLICY REVIEW AND UPDATES

This Payment Policy and Process will be reviewed annually or as required to ensure:

- Compliance with Australian Consumer Law and relevant legislation
- Alignment with Foundation operations and mission
- Fair and transparent practices for all participants

Participants will be notified of significant policy changes via email and website updates.

10. CONTACT INFORMATION

For questions regarding payments, refunds, or this policy:

Phone: +61 8 6152 0317

Email: info@fionawoodfoundation.org.au

Website: www.fionawoodfoundation.org.au

11. ACKNOWLEDGMENT

By registering for and paying the participation fee for Fiona Wood Foundation Burn Management Training workshops, participants acknowledge that they have read, understood, and agree to be bound by this Payment Policy and Process.