

SASS offers Primary Prevention Training under a number of fee-for-service and funding streams, including:

- tailored fee-for-service workshops;
- ticketed workshops open for purchase by the public; and
- funded, invite only PAST ticketed workshops.

Terms and conditions for attendance, and cancellation policies, differ slightly for each training type. Please see below for more information or contact us at [training@sass.org.au](mailto:training@sass.org.au) with any queries.

We understand the occasional need for late changes / cancellations and will be as accommodating as possible. However, as a not-for-profit organisation we may have to enforce our cancellation policies where we have incurred costs that need to be covered.

### Standard Cancellation Policy (fee for service)

All workshops require a minimum of 10 participants to proceed and are limited to a maximum of 25 participants per session.

- Payment is required in advance of training.
- A refund of your payment less 10% of the total price will be provided if cancellation is made at least 5 business days prior to the booked event.
- No refund will be provided if cancellation is made within 5 business days of the booked event.

### Ticketed Workshop Cancellation Policy

Registration is on a first come first served basis.

All workshops require a minimum of 10 participants to proceed. Maximum numbers apply and may vary based on venue.

- Payment is required at the time of booking, or if an invoice is requested, payment of invoice is required prior to being issued a ticket.
- If a workshop is cancelled due to insufficient bookings you will receive a full refund or be offered the opportunity to transfer to an alternative date.
- If you are unable to attend the workshop, a refund of your payment less 10% of the total price will be provided if cancellation is made at least 5 business days prior to the booked event.
- Cancellation without a valid reason within 5 business days of the booked event may not be refunded.
- Tickets are transferrable by email notification at least 24 hours before the event – please notify us at [training@sass.org.au](mailto:training@sass.org.au).
- No refund will be provided for participants that do not show up for a booked event.

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## PAST Program Cancellation Policy (ticketed workshops)

Spaces are limited in PAST Program workshops and offered by invitation only. Registration is on a first come first served basis.

All workshops require a minimum of 10 participants to proceed. Maximum numbers apply and may vary based on the venue.

- PAST Program training is funded by the Department of Communities Tasmania and offered at no cost to participants.
- We have a limited number of tickets available for each workshop. Registering to attend a workshop reserves your seat and reduces the number of tickets available.
- No shows or late cancellations without a valid reason may incur a fee of up to \$150 incl. GST to offset our administration costs and allow us to hold additional workshops for those unable to book the unused ticket.
- Tickets for PAST Program training are transferable within your organisation, please notify us of name changes by email at least 24 hours before the event at [pasttraining@sass.org.au](mailto:pasttraining@sass.org.au).