



Terms and Conditions: pre November 2020

PAYMENT TERMS AND CONDITIONS

Outward Bound® Australia (Outward Bound) is an independent not-for-profit educational organisation providing high quality experiential education courses.

1 INCLUSIONS AND EXCLUSIONS

1.1 Course fees cover:

- a) All facilitation, group equipment, food, and transport whilst on course;
- b) Land access fees, and estimated costs of lost or unintentionally damaged equipment.

1.2 Course fees do not cover:

- a) Personal clothing and equipment;
- b) Transport to and from the course location.

1.3 There is no charge for:

- a) Accompanying adults for youth groups;

2 TAX INVOICE

2.1 The Tax Invoice summarises course details including dates, number of participants and/or groups, payment amounts for the Course Fee (consisting of the Deposit and the Balance) and the due dates for each component.

2.2 The amounts stated are based upon the participant numbers or number of groups expected and for which the course has been booked at the time the Tax Invoice is written.

2.3 Payments are due in 2 instalments as follows:

2.4 Deposit

2.4.1 The Deposit is 20% of the Course Fee.

2.4.2 The Deposit is due 14 days from the invoice date.

2.4.3 Upon receipt of this payment, we will commit resources for your course

2.4.4 The Deposit is non-refundable.

2.4.5 If we do not receive the Deposit by the due date, a late fee of 5% of the Course Fee per month, or part thereof, will be charged at Outward Bound's absolute discretion.

2.5 Balance

2.5.1 The Balance is the remaining 80% of the Course Fee



2.5.2 The Balance is due on or before 30 days prior to the Course commencement date.

2.5.3 If the Balance is not received in full by 14 days prior to the commencement date of the program, Outward Bound reserves the right to cancel the Course and retain or demand from you 50% of the Balance.

3 CHANGES TO THE NUMBER OF COURSE PARTICIPANTS

3.1 Changes to the number of participants 30 days or more prior to the Commencement will result in an adjustment to the Balance and an updated invoice being issued.

3.2 Within 30 days of the Commencement date the following will apply:

3.2.1 An increase in the number of participants, provided Outward Bound can cater for this increase, will result in an adjustment to the Balance and an updated invoice being issued.

3.2.2 A decrease in the number of participants will not result in an adjustment of fees.

4 CANCELLATION AND REFUNDS

All cancellations must be made in writing to Outward Bound Australia.

4.1 Cancellation up to 90 days from Course Commencement

4.1.1 If you cancel the Course up to 90 days prior to the Course start date, 50% of the Deposit may be transferred towards payment of Course Fees on another Outward Bound course provided such program is booked to run within 12 months of the scheduled start date of the original Course. The balance of the Deposit will be retained by Outward Bound to cover costs incurred.

4.1.2 If you do not use the transferable 50% of the Deposit by the required date, Outward Bound will retain 100% of the Deposit

4.1.3 If you cancel the Course within 90 days prior to the Course start date, Outward Bound will retain 100% of the Deposit

4.2 Cancellation up to 60 days from Course Commencement

4.2.1 If you cancel the Course within 60 days of the scheduled commencement date and payment has been received, Outward Bound reserves the right to retain 50% of the Balance.

4.2.2 The remaining 50% of the Balance will either be refunded to you or held by Outward Bound in credit for a future course in accordance with your instructions.

4.2.3 If payment has not yet been received in full by Outward Bound by that time, you are liable to effect payment (or the balance of payment) totaling 50% of the Balance prior to the scheduled commencement date of the Course.

4.3 Cancellation within 30 days from Course Commencement

4.3.1 If you cancel the Course within 30 days of the scheduled commencement date, Outward Bound Australia will retain 100% of the Deposit and 100% of the Balance fee.

4.3.2 If payment has not yet been received in full by Outward Bound by that time, you are liable to payment of the full Course Fee.



4.4 Cancellation by Outward Bound Australia

4.4.1 If for any reason within reasonable control (apart from non-payment of Course Fees) Outward Bound cancels the program, Outward Bound will attempt to reschedule the Course to a mutually convenient time. Should we be unable to agree with you on a mutually convenient time, the balance may be held in credit towards payment of a future Course in accordance with your instructions. Should we be unable to reach agreement in respect of either of these courses of action, Outward Bound will provide you with a full refund.

4.4.2 If Outward Bound cancels the program because of circumstances beyond its reasonable control (including but not limited to Acts of God), Outward Bound will reschedule the Course to alternative dates and/or locations as appropriate.

4.4.3 If Outward Bound is unable to provide reasonably suitable alternative arrangements Outward Bound will provide you with a full refund.

4.4.4 If Outward Bound is able to provide reasonably suitable alternative arrangements but you do not wish to accept these arrangements, Outward Bound may offer you a partial refund in its absolute discretion.

4.4.5 No refund or discount will be provided for early departures or late arrivals to a Course.

5 Goods & Services Tax

5.1 The GST amount is to be paid on the Course Fee and will be shown exclusive to the Course Fee on the Tax Invoice.

6 Acceptance of Terms and Conditions

6.1 Payment of the Deposit will be taken as full acceptance and agreement to the above terms and conditions.

7 Payment Method:

Direct Deposits (preferred): Outward Bound Australia

National	Australia	Bank
BSB:		082-902
Acct: 808 779 416		

Cheques payable to: Outward Bound Australia

Addressed to:

Finance		department
Outward	Bound	Australia
Naas		Road
THARWA ACT 2620		

Please retain a copy of these Terms and Conditions for your records.

We can also arrange payment to be made in equal monthly instalments.