



QHA EMPLOYMENT RELATIONS TRAINING POLICY

By registering, or being registered for an employment relations course run by the QHA Employment Relations Department, registrants are required to abide by the terms and conditions set out in the QHA Employment Relations 'ER' Training Policy.

A copy of the Policy is provided below:

CANCELLATIONS:

Any cancellation, either on behalf of the QHA, or by the registrant, is subject to the following:

- Course proceeding is subject to minimum numbers.
- Course details are subject to change.
- Course payment must be received in full at least 5 days prior to commencement of course.
- A transfer in course date is at the discretion of the QHA.
- Participant cancellations must be made at least 7 days prior to commencement of course.
- Participant cancellations made 2 days before course commencement will be subject to a 100% administration fee.
- Participants who are 'no shows' on the day of the course will be subject to a 100% administration fee.

Participants who cancel within the specified timeframe (refer to dot point 5 above) AND who have made payment in full can choose to:

- Retain a credit with QHA and transfer to a later course; or
- Request a refund of monies.

PERSONAL CONDUCT:

For face-to-face sessions, participants who fail to meet a basic standard of dress, personal hygiene and behaviour may be asked to absent themselves from the training venue.

PRIVACY:

The Queensland Hotels Association collects personal or corporate information in the conduct of its normal business activities. Personal information will be protected, and other information will be handled, in accordance with the requirements of the *Privacy Act 1988* and the Australian Privacy Principles.

Current: November 2017