

1 BOOKING AND PAYMENT**1.1 Public Programs**

Full payment is required at the time of booking.

1.2 Exclusive Programs

A deposit of 25% of the program price is required to secure the booking. The balance invoice will be issued 30 days prior to the program date and must be paid no later than 14 days before the program.

1.3 Payment Methods

Payments may be made by bank transfer or credit card. A surcharge may apply to credit card payments.

2 CANCELLATIONS, POSTPONEMENTS AND CHANGES**2.1 Public Programs**

Cancellations forfeit the fee or voucher. Postponements and transfers are permitted as follows:

Action	Notice Period	Outcome
Postponement	7–14 days	50% of scheduled fee
Postponement	Less than 7 days	Not permitted — full fee forfeited
Transfer to another	Up to 1 day prior	No charge
Transfer to another	Day of program	Not permitted

2.2 Exclusive Programs

Action	Notice Period	Outcome
Cancellation	More than 14 days	50% of quoted fee
Cancellation	14 days or less	Full quoted fee charged
Postponement	More than 30 days	25% of quoted fee
Postponement	14–30 days	50% of quoted fee
Postponement	Less than 14 days	Not permitted — full fee charged
Attendee changes	Up to 1 day prior	No charge
Attendee changes	Day of program	Not permitted

2.3 Illness and Special Circumstances — Public Programs

If a participant cannot attend due to illness and notifies Murcotts before the program commences, they may transfer to an alternative date at no charge, provided a valid medical certificate is supplied within five (5) business days. Standard cancellation fees apply otherwise.

3 ATTENDANCE**3.1 Late Arrival**

Participants must arrive by the nominated commencement time. Those who miss mandatory safety briefings may be refused entry — the full booking fee or voucher will be forfeited.

3.2 Did Not Attend — Public Programs

Failure to attend without prior notice will be recorded as a DNA and the full program fee will apply.

4 ACCESSIBILITY

4.1 Wheelchair and Accessibility Requirements

Participants requiring wheelchair access or other accessibility support must advise Murcotts at the time of booking or as early as possible prior to the program. Most venues provide wheelchair-accessible facilities or can arrange suitable access upon request. Murcotts will take reasonable steps to accommodate requirements; availability may vary by venue.

5 GIFT VOUCHERS

5.1 How to Redeem

1. Visit murcotts.edu.au and select "Book a Program" to view available dates and locations.
2. Select your preferred state and find a suitable date and venue for the required program.
3. Call **1300 555 576** — have your voucher number ready to complete the booking.
4. A booking confirmation including commencement times and venue directions will be emailed on the next business day.

5.2 Voucher Conditions

- Valid for **3 years** from the date of purchase.
- **Non-refundable** — cannot be redeemed for cash under any circumstances.
- The voucher number must be quoted at the time of redemption.
- If a participant cancels or postpones, the voucher is forfeited unless a replacement attendee is provided.
- Forfeited for no-shows or if the participant arrives after the nominated commencement time — mandatory safety briefings cannot be missed.
- May be used as part-payment for the Four-Wheel Drive Program or Level Two Defensive Driving Program (Level One prerequisite applies). Any difference to the retail price must be paid at the time of booking.

6 ENQUIRIES

For program bookings, gift voucher purchases and general enquiries, contact our Program Coordination Team:

Phone 1300 555 576 **Email** info@murcotts.edu.au **Web** murcotts.edu.au

By making a booking or redeeming a voucher, you confirm that you have read and agree to these Terms and Conditions in full. Full terms are also available at murcotts.edu.au/terms.