



**By booking a Talking Hands course you agree to the following terms and conditions.**

### **Cancellations and Withdrawals**

Once your enrolment has been accepted, the following conditions apply:

1. If you (participant enrolled) withdraw from a course in writing 8 or more days prior to the start date, a refund can be requested.
2. If you withdraw 7 days or less prior to the commencement of a course, no refund applies. However, you can transfer to another course (see transfers).
3. If you withdraw from a course at any point after the course has commenced, no refund can be claimed.
4. If a withdrawal is made from the course under 7 days prior to the commencement of the course, or after the course has commenced and is accompanied by a valid medical certificate, a refund may be granted at Deaf Can:Do's discretion.
5. Deaf Can:Do reserves the right to cancel, postpone or relocate any course. If Deaf Can:Do cancels a course you are enrolled in, an offer to transfer to another course will be made. If you are unable to transfer to a suitable course, a full refund or credit will be offered.
6. A missed class cannot be made up by attending a session in a future class. Refunds or partial refunds are not applicable if you miss a class.

### **Transfers**

1. You may request a transfer to another date or location up to 7 days prior to the commencement of the booked course with no penalty.
2. If you request a transfer after this time, including after the commencement of a course, Deaf Can:Do reserves the right to refuse your request.
3. If your request is refused and you choose to withdraw from the course, no refund applies.

### **Age limits and specialised support**

Deaf Can:Do welcomes all people aged 16 years and over to enrol in Talking Hands classes. The following terms and conditions apply:

1. Persons aged 18 years or under are eligible for concession fees.
2. Emergency contact information of a parent or caregiver for a minor must be provided.
3. Children aged over 12 may be accepted, at Deaf Can:Do's discretion. Any children accepted will be eligible for the concession rate, and must be accompanied by a fee-paying adult student.
4. If you have additional access requirements you must notify us 7 days prior to the course commencing. This includes if you require a support person or animal to attend the sessions with you.

### **Photos, videos and testimony permission**

It is normal practice for photos and/or videos, and testimonies to be taken during a course. This can be used for internal training, marketing and other publicity materials. Any student who prefers not to have their image or testimony used should contact us prior to the start of their course.

Participants are not permitted to take video or photographs during the class unless authorised.



### Course Information

Deaf Can:Do endeavours to keep all course information correct and up-to-date. However, we reserve the right to alter courses including the tutor or venue at any time. Any changes will appear on our website, and will be accompanied by notification via e-mail, SMS and/or post for registered participants.

### Concessions

All participants who hold a current concession card are eligible for concession rates. Proof of concession must be emailed to [auslan@deafcando.com.au](mailto:auslan@deafcando.com.au) prior to the course commencement. Any persons who have registered at the concession rate and do not produce a valid concession card will be asked to pay the difference for the normal rate.

Concessions accepted by Deaf Can:Do are:

- Pensioner Concession card
- DVA Gold card
- Health Care card
- SA Seniors card
- DCSI Transport Concession card
- Commonwealth Seniors Health card
- Student ID cards from schools, TAFE and universities (full-time)

### Disruptive Participants

Participants are expected to respect the tutor and fellow participants at all times. Any individual behaving in such a way that causes disruption to a tutor, class, or the ability to facilitate the course will first be given a warning and thereafter may be asked to leave the course. Any participants behaving in an inappropriate, disrespectful or threatening manner to tutors or participants alike may also be asked to leave the course. Any refund in the case of a participant's dismissal will be entirely at the discretion of Deaf Can:Do.

### FAQ

Visit <https://www.deafcando.com.au/talking-hands-welcome/> for answers to common questions about our Talking Hands courses. If a participant has a question at any time during the class, there will be a whiteboard or chat feature if online for you to communicate with your Auslan tutor. We ask that you raise your hand to alert the tutor that you have a question and then write this on the board. We ask participants to hold any questions not related directly to the topic being covered until the break or at the end of the class. You may also send enquiries to [auslan@deafcando.com.au](mailto:auslan@deafcando.com.au).

### Complaints

If a student has cause for complaint about any aspect of a course they should initially approach the tutor outside of class time (such as during a break). We will do our best to resolve the matter. If you feel that your concerns have not been listened to please visit <https://www.deafcando.com.au/feedback/> to provide feedback or enquire about our complaints process.