



2020- 2022

# CANCELLATION POLICY



## VIRTUAL PROGRAMS CANCELLATION

## ALL VIRTUAL FEES ARE TRANSFERABLE AND CREDITABLE

IN THE EVENT OF THE NEED TO CANCEL YOUR VIRTUAL PROGRAMME AT ANY TIME, THE FOLLOWING CONDITIONS WILL APPLY TO REFUNDS OFFERED:

- No Refund of the placement fee will be made after work has begun on your request.\*
- Full Refunds of Fees less placement fee will be given if a booking is cancelled seven (7) or more days before your programme commencement
- Partial Homestay Refunds will be given if your booking is cancelled within seven (7) days of your program's commencement. You will be charged:

One (1) week Fee( 4 to 7 days)  
Two (2) weeks fee 0-3 days

(2 weeks notice is required for cancellation within an ongoing programme for a full refund)

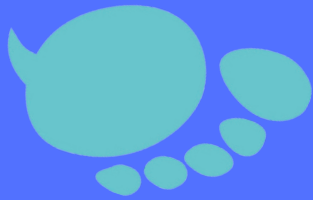
### Special Circumstances:

We appreciate that there are sometimes special circumstances where a guest has to cancel for events beyond their control. Guests and/or their agents are to immediately contact our office to discuss the circumstances with our staff.

You can use your credit for any Talkabout service, virtual or on-land



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# PRIVACY POLICY



**PERTH  
CONNECT**

**PRIVACY  
POLICY**

**HOMESTAY  
TOURS  
CHARTERS  
VIRTUAL PROGRAMMES**

## Privacy Policy

This refers to a combination of information such as your name, contact details, travel preferences and special needs/disabilities/dietary requirements that you supply us or is supplied to us, including any information about other persons on your booking (“your information”).

Your information is collected when you request information from us, contact us (and vice versa) or make a booking. You are responsible for ensuring that other members of your party are aware of the content of our Privacy Policy and consent to your acting on their behalf in all your dealings with us.

We will update your information whenever we can to keep it current, accurate and complete.

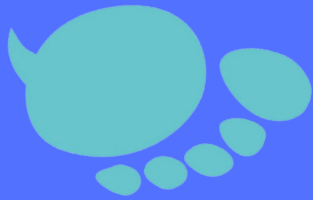
### Our Use of Your Information

(1) For the purpose of providing you with our services, including your flight, holiday or insurance, etc., we may disclose and process your information. In order for you to travel abroad, it may be mandatory (as required by government authorities at the point(s) of departure and/or destination) to disclose and process your information for immigration, border control, security and anti-terrorism purposes, COVID -19 information or any other purposes which they determine appropriate.

(2) We may collect and process your information for business purposes only. These purposes include administration, providing services (and contacting you where necessary), customer care, service quality, business management and operation, re-organisation, risk assessment/management, security, fraud and crime prevention/detection, monitoring, research and analysis, social media, reviews, marketing, customer purchasing preferences and trends, dispute resolution/litigation, credit checking and debt collection. Never will your information be sold to a third party.

(3) Information (such as health or religion) may be considered “sensitive personal data” under the Data Protection Act 1998. We collect it to cater to your needs or act in your interest, and we are only prepared to accept sensitive personal data on the condition that we have your positive consent.

By booking with us you also agree for your insurers, their agents and medical staff to exchange relevant information and sensitive personal data with us in circumstances where we/they need to act on your behalf or in the interest of passengers or in an emergency. If you do not agree to Our Use of Your Information above, we cannot engage/do business with you or accept your booking.



2020-2022

# GENERAL POLICY



## DISPUTE RESOLUTION

## MEMORANDUM OF UNDERSTANDING

## VIRTUAL PROGRAMMES

### **DISPUTE RESOLUTION / PROBLEMS**

Students are encouraged to work through issues with their host directly. This is one of the important challenges presented by the virtual experience. Should those issues not be resolved satisfactorily then students should speak to a TTA staff member. TTA staff will endeavour to resolve the issue by encouraging the student and family to discuss the issue. If it is not resolved, TTA staff will speak to both parties and try to reach a resolution. If there is still no resolution, TTA staff will take any further action required.

### **MEMORANDUM OF UNDERSTANDING / GENERAL PRACTICES**

All parties are expected to be polite and respectful at all times

All parties are expected to be on time for scheduled meetings.

Either party can reschedule prior to the proposed times if unexpected events occur

Missed Sessions- can be rescheduled at a time suitable to all parties

Talkabout Connect programme administration will endeavour to meet the requests of students but these cannot be guaranteed.

For those students with an intent to stay with their host family when borders reopen, live placement cannot be guaranteed. However, a helping hand, (if required) while in Perth is guaranteed.