

Frequently Asked Questions – VAST Training Bookings & Cancellations



Volunteer & Service Training

All bookings for VAST events must be made online through Eventbrite at <http://inc.eventbrite.com.au/>.

We have prepared this FAQ sheet to assist you with general queries. If you have any further questions or concerns about the online booking system please contact the VAST team.

Why does Vast use Eventbrite (online booking system)?

- Eventbrite makes it easier for you to check and manage your bookings, and you will automatically receive email reminders of events you are attending.
- Eventbrite reduces the amount of time VAST spends on administration, which allows us to devote more time to the real work of learning and development: planning courses, developing materials, identifying training needs, and improving the quality of training we offer to you.
- Eventbrite enables us to gather and analyse demographic information about our client base, which helps us to identify and meet your training needs more effectively.
- Any staff member in the VAST team can check the status of any booking at a glance, which will improve the level of customer support you can expect.

How do I pay?

Currently we offer two payment options: you can pay online by credit card, or make an offline payment by cheque. If you wish to pay by cheque **you must still book through Eventbrite**, and cheques must reach VAST within **five working days** of the event.

Is it secure?

Eventbrite offers secure online payment by credit card, and is registered with both MasterCard and Visa as a PCI DSS Validated Service Provider. All credit card information is encrypted using strong industry-standard cryptographic protocols. While no credit card payment method - online or off - can be guaranteed to be 100% secure, VAST has looked into Eventbrite's security procedures and we are confident they follow state-of-the-art industry best practice.

How do I pay by cheque?

VAST Training has developed a 2 min YouTube animation to show you how easy it is to book when paying by cheque: <http://www.youtube.com/watch?v=SUfzYY9mxyY>

Are there any booking fees?

You will be charged the normal course fee, plus an online booking fee. We believe that the benefits of an online system far outweigh this small additional charge.

How much is the booking fee?

The charge varies according to the duration of the course and type of participant. When you book the appropriate fee for the booking category will be displayed.

Will I be charged a booking fee if the course is free?

No, fees are not charged when booking into a free course.

Do I need an Eventbrite account to make a booking?

You don't have to have an Eventbrite account in order to book, but we encourage you to create one. By setting up an account you can store your details and manage any changes to bookings more easily. If you need to make any changes to bookings or request a refund you **will** need an account. If you did not create an account when you made the initial booking you will be able to create one at the time you need to make the change.

I booked but I can't attend the event...

Can I get a credit?

We cannot process a credit with the online system. Please refer to the last three points below to find out alternative options if you have made a booking and are unable to attend the session.

Can I get a refund?

Bookings cancelled within 5 working days of the event will be refunded minus the booking fee, which is still incurred.

Can I transfer to another event?

You can transfer to another VAST event up to 5 working days before the event you originally booked in for.

Can someone else come in my place?

Yes, you can transfer your registration. If the person you are transferring your registration to is in another category (e.g. you are a HACC staff member and your substitute is a non-HACC worker) you may need to pay a difference in training fee.

Is there something else you would like to know?

You can contact VAST on the details below or visit our [website](#) to read more:

E: vast.training@jnc.org.au

P: 02 9349 8200