Terms and Conditions for Open Programs

Version 2027.1. Effective 16 November 2026.

In these terms, "Turner International", "we" and "us" mean Turner International Enterprises Pty Ltd (ABN 37 628 479 407).

1. Acceptance of Terms

By signing up and paying for Turner International's programs, you agree to comply with and be bound by the following terms and conditions. Please review these terms carefully. If you do not agree to these terms, you should not register for the program.

2. Program Registration

Eligibility

1. Participation in our programs is open to individuals who meet the specific eligibility criteria for each program. To ensure you meet the requirements for the program you are interested in, please refer to the respective program page for detailed eligibility criteria. It is your responsibility to review these criteria before applying or participating.
2. All programs are conducted in English by various faculty from around the world. If you are concerned about your ability to comprehend the content, please contact us before registration.
3. If the program is in person, please let us know about any disabilities before registration so we can accommodate your needs.
4. For our virtual programs, please ensure you have a quiet location with a stable internet connection, appropriate lighting, microphone and speakers. Many of the programs are recorded and full participation is expected.
5. Please read the requirements for your program carefully. Some programs require you to be able to work with teams while you attend, as well as with others throughout the program. You are responsible for meeting these requirements.

Registration process. To register, participants must complete the online registration form and pay the applicable fees. When registering, you will be required to provide personal information about yourself.

3. Program Fees, Payment and Withdrawal

Fee structure. The program fee covers the online sessions and, if applicable, any course materials. The fee, payment options, final payment date, withdrawal cutoff date and program start date for each intake are stated in that program's prospectus, website page and registration form.

Deposit. A non-refundable deposit (10% of the program fee unless the program materials state otherwise) is payable at registration to confirm your place.

Payment. Our invoicing is typically handled outside of the online booking system. Payment can be made via direct deposit, international wire transfer or credit card. The balance is payable in full or by instalments, as set out for the intake. Invoices are payable within 14 days unless otherwise stated. All fees must be paid by the final payment date stated for the intake.

Non-payment. If an account is not paid in full by the final payment date, we reserve the right to change your access to program materials and to withhold your certificate, assignment marking and any professional-body completion documents until it is.

Withdrawal. You must notify us in writing at hello@turner.international. Withdrawal is effective on the date we receive your notice. What is retained or payable depends on when you withdraw, as set out for the intake in the program's prospectus, website page and registration form:

- on or before the withdrawal cutoff date: the deposit is retained, any other amount paid is refunded within 14 days or credited to a future intake within 12 months (your choice), and no further instalments are due;
- after the cutoff date and before the program starts: a percentage of the total program fee, stated for the intake, is payable, and any amount paid above that is refunded or credited;
- after the program starts: the full program fee remains payable and is not refundable.

Instalments and sponsors. Amounts already paid count toward any amount owed. Instalments not yet due are cancelled where nothing further is owed; where more is owed we will invoice the difference. Refunds and credits are made to the person or organisation that paid. A sponsoring organisation may give notice of withdrawal and may nominate a replacement participant, subject to our written approval where the program has started.

Transfers and credits. A registration may be transferred to another person or to a future intake with our written approval. Amounts credited to a future intake must be used within 12 months.

Discretion. We may vary or waive these terms in individual cases, and the terms above may vary depending on a written contract with Turner International.

4. Program Content and Access

Content. The content of our programs and online sessions, including all materials and information, is provided by Turner International. While you may use the materials, knowledge and insights gained to assist your clients, you are not permitted to reproduce, distribute or share any of the materials or content in any form, whether in part or in whole. Participation in the program does not grant you any rights or ownership over the materials or content provided. Any unauthorised use or reproduction is strictly prohibited. Where applicable, participants will receive access to the program materials and sessions through the Turner International learning portal or via email.

Intellectual property. All program materials are the intellectual property of Turner International, Tammy Turner and/or our learning partners as referenced on the material, and are provided to participants for personal use only. Reproduction, distribution or unauthorised use of these materials is prohibited. When using a model, diagnostic or tool for a client engagement, appropriate attribution must be used. Any commercial exploitation of these materials, including but not limited to selling, licensing or using them for profit, is expressly forbidden without prior written consent from the program provider.

Participants may receive a certificate of completion or attendance at the end of the program, along with any processes required to apply with a professional body or as part of the program requirements.

5. Participant Responsibilities

Attendance. Participants are expected to attend all scheduled sessions and complete any required assignments or activities. Some programs have a minimum number of sessions you must attend to graduate. To avoid additional fees for missed sessions, please refer to the specific program's attendance requirements.

Conduct. Participants must conduct themselves in a professional and respectful manner, adhering to the general spirit of being a professional coach. Any disruptive, unethical or inappropriate behaviour may result in removal from the program without a refund.

Confidentiality. Participants agree to keep confidential any proprietary information shared during the program, including what is spoken by others about their clients.

Feedback. Many of our programs have professional body accreditation and our standards of excellence are high, so you will be required to complete a feedback survey upon program completion.

Use of AI tools. Unless we give written permission, you must not use AI note-takers, transcription tools or other bots to record or transcribe program sessions. You must not enter program materials, recordings, transcripts or other participants' contributions into AI tools, or confidential or identifying information about clients, teams or other participants. Your assignments and case studies must be your own work and reflect your own practice and reflection. Limited use of AI for spelling, grammar or structure is acceptable where the assignment instructions allow it, and you are responsible for the accuracy of what you submit. Work that is not your own may be returned for resubmission, or your certificate may be withheld. Some programs, including our team coaching training programs, have an AI policy that sets out further requirements. Where it applies, you must follow it.

6. Data Protection and Privacy

Many of our programs (excluding professional supervision and ICF Mentoring for Credentialing Purposes) are recorded and by registering the following applies:

Recording consent. Participants expressly consent to the audio and video recording of program sessions. This consent extends to the use of their likeness, voice and contributions for the purposes outlined here.

Training program session recordings. As part of quality assurance for the professional bodies, all program sessions, such as Team Coaching Training, will be recorded. Participants acknowledge and agree that they may not record the sessions themselves, including with AI note-takers or transcription tools, as the recordings will be available to all participants. If a participant asks for a portion of a session not to be recorded or to be amended, this will be agreed during the session.

Distribution of recordings. After each session, a recording is distributed to all registered participants.

Storage and deletion. Recordings are stored securely for no more than three (3) years after the program ends and are then deleted. Access to the recordings is available only for the period stated in your program materials.

Use of recordings. Recordings may not be shared, distributed or reproduced without the express written consent of Turner International.

Use of participant contributions. As programs are often recorded, your image, identity and name will be visible to other participants. If a recording is used more broadly, some of your comments may be used by Turner International for educational purposes. In these circumstances, you will be contacted beforehand.

Compliance. Turner International complies with all applicable data protection and privacy laws in Australia, including the Privacy Act 1988 (Cth) and the Australian Privacy Principles. For any processing of personal data of individuals in the European Union, we adhere to the requirements of the General Data Protection Regulation (GDPR).

7. Changes to the Program

Modification. Turner International reserves the right to modify the program content, schedule, faculty team or instructors as necessary.

Cancellation by us. If the program is cancelled by Turner International, participants will receive a full refund.

8. Limitation of Liability

Turner International is not liable for any direct, indirect, incidental or consequential damages arising out of participation in the program. Participants agree to release and hold harmless Turner International from any claims arising out of their participation in the program. Nothing in these terms limits any rights you have under the Australian Consumer Law that cannot be excluded.

Dispute resolution. If there is any dispute, controversy or claim relating to the program, the participant and Turner International agree to try to resolve the matter amicably, to the satisfaction of both parties. If the dispute cannot be resolved through

negotiation within 30 days, either party may start mediation with a mutually agreed third-party mediator.

Force majeure. If a force majeure event occurs, such as a natural disaster or government-mandated lockdown, the participant may be eligible for a refund or rescheduling.

Please check our website to see if any changes to these terms have occurred when registering for a new program.

9. Privacy Policy

Refer to our Privacy Policy at www.turner.international/privacy-policy.

10. Contact Information

For any questions or concerns about these terms and conditions, please contact us at hello@turner.international.

11. Acknowledgment

By registering for and paying the program fee, you acknowledge that you have read, understood and agree to be bound by these terms and conditions.