

Cement Concrete and Aggregates Australia (CCA)

Terms and Conditions

CCA Website

In these terms and conditions, "us", "we", "our" or "CCA" means Cement Concrete and Aggregates Australia ABN 34 000 020 486. The website, www.cca.com.au, linked websites (excluding external websites), associated mini-sites are collectively referred to as the "Website". The Website, associated applications for mobile devices ("Apps") and training course content are the property of CCA.

By continuing to browse and use our Website or use our Apps, enrolling in our Events or into our Training Courses you agree to the following Terms and Conditions which should also be read in conjunction with our Privacy Policy and Copyright notice(s).

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Unauthorised use of the Website, Apps, Events and Training Courses may give rise to a claim for damages and/or be a criminal offence.

From time to time the Website, Apps, Events and Training Courses may also include links to external (non-CCA) websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s) to which links are provided and we bear no responsibility for the content of any such linked website(s).

You may not create a link to the Website, Apps, Events and Training Courses from another website or document without CCA's prior written consent.

General Advice & Disclaimer

The content of the pages of the Website, Apps, Events and Training Courses are for your general information and use only. The information provided does not constitute specific advice and it is subject to change without notice.

By accessing the Website, Apps, Events and Training Courses you acknowledge and agree that we are not liable for any claim for damages which may be suffered directly or indirectly by you resulting in any way through access to the Website and Apps or use of any material provided on the Website, Apps, Events and Training Courses.

We offer no guarantee or warranty that any software contained on the Website, Apps, Events and Training Courses is compatible with the software installed on your computer or other device.

Your use of the Website, Apps, Events and Training Courses and any dispute arising out of such use of the Website is subject to the laws of Australia

Credit Card Payment Security

All credit card details for purchases made on the Website and Apps are handled by the billing gateway at eWAY ([link](#)). All transfers of credit card data are sent over a secured connection to a server owned by eWAY and CCA does not retain credit card numbers, expiry dates or CVV numbers.

For more information please go to: eWAY's PCI Compliance page ([link](#)) and eWAY's Privacy Policy ([link](#)).

CCAA Events *(excluding training offerings)*

Cancellations and Substitutions

Cancellations and substitutions must be advised via email to info@ccaa.com.au and receipt confirmed by CCAA.

For a full refund, cancellations must be received by CCAA at least ten (10) working days before the event commences. Cancellations made between five (5) and ten (10) working days before the event commences will incur a 50% cancellation fee. Cancellations made within five (5) working days of commencement of the event will not be eligible for any refund.

Substitution of attendees may be made without charge up until two (2) working days before the event commences.

CCAA Training Offerings

Cancellations and Substitutions

1. Cancellations and substitutions must be advised via email to the Learning and Development Manager at ccaaeducation@ccaa.com.au and receipt confirmed by CCAA.
2. For **classroom training and workshops**:
 - a) For a full refund, cancellations must be received by CCAA at least ten working days before the course commences.
 - b) If cancelled between five (5) and ten (10) working days from the course commencement, a 50% cancellation fee will be deducted from the refund (and will be considered owing if enrolment is unpaid).
 - c) For cancellations less than five (5) working days prior to the classroom training and workshops including non-attendance on the day, there will be no refund and any outstanding monies will be considered owing.
 - d) Substitutions of attendees (provided any course prerequisites are met) may be made without charge up until two (2) working days before the classroom training/workshop commences.
3. For **eLearning courses (including blended courses)**:
 - a) Cancellations or substitutions will only be accepted where the course has not yet been commenced and where pre-requisite requirements have been met.
 - b) Substitute participants must discuss course prerequisites with the CCAA Learning and Development Manager.
4. CCAA retains the right to cancel a workshop or classroom training session at its discretion. In such cases, CCAA will offer a full refund or transfer.
5. CCAA is not liable for any travel, accommodation or other costs that you may have incurred in relation to the cancelled classroom training or workshop.

Payment of Fees

6. All fees for training offerings must be paid prior to commencement.
7. You will receive confirmation within five (5) working days after receipt of your registration.
8. Booking forms become a tax invoice once the registration fee has been paid in full.
9. CCAA will take active steps to collect any outstanding fees including engaging a mercantile agency.

Program Changes

10. CCAA reserves the right to vary the program, presenters and speakers at its discretion.

Privacy Information

11. In addition to the points below, CCAA's full Privacy Policy applies (available at [link](#)).
12. Course presenters and lecturers may be given a list of all participants (name and basic contact details only).
13. Receipt of your registration form will signal your acceptance of inclusion on the participant list.
14. Should you wish to opt-out, please contact CCAA's Learning and Development Manager to indicate your desire to be removed from a participant list.
15. Participants may be photographed at a CCAA event for use in CCAA promotional material.