

Group Bookings Process

The below document outline the terms and conditions of group bookings for The Good Foundation (TGF), within the Ministry of Food Program:

Minimum Numbers:

Bookings of less than 5 people the group will need to book their participants through the TGF web portal at <https://thegoodfoundation.secure.force.com/bookings>. "People" is defined as any person who is either participating in a course or assisting a course as a support person and/or guardian.

Booking Deadline:

Bookings via private **Links must be completed 5 weeks prior** to the course commencing, any places that are held past this point will be invoiced with no refunds offered to changed bookings as TGF does not have the opportunity to sell those places

Bookings Process:

STEP 1 – Register your organisation:

If it is the group's first booking with TGF we will need to collect the following information from you to enable you to book courses into the future:

Organisation Name			
Booking Contact*			
Name		Position	
Phone		Email	
Accounts/Payment Contact			
Name		Position	
Phone		Email	

*Please be aware as the booking contact will be signed up to the TFG E-news which will make you aware of new courses when they come available. Please inform us if you do not wish to receive this.

STEP 2- Confirm your Classes:

Once your organisation is registered in the booking system, a staff member from TGF will discuss with you the class that you want to book into, **we recommend that you pick a course at least 7 weeks from the course start date.**

Once the course is selected TGF will then issue you with a private booking link, this link will enable you to book in your participants into the nominated course.

STEP 3- Book your participants:

Using the provided link you will then be able to register your participants in the nominated course. **This link will expire 5 weeks out from the course start date** and you will be invoiced for the places you fill.

As stated earlier if you want to hold a spot for a participant past this point, you will be invoiced and be required to pay for those places, no refunds will be issued regardless of changed participant numbers. Concession and/or Student bookings will be asked to provide proof of their concession at the first class.

Minors:

If a participant you are booking is a minor (under the age of 16), they will require a parent or guardian for the course and this will be at a ratio of 1 Guardian to 3 participants.

Disabilities:

If a participant has a disability which may mean that the individual will require a support person through out the classes, our trainers will conduct a disability assessment of the participant.

While they may have been through cooking classes with a support person before it is important that our trainers conduct the assessment as they best understand the environment and will be best placed to ensure that the participant has both a safe and enjoyable experience.

STEP 4- Pay Your invoice:

Once the invoice is sent you will have 14 days to pay it, if the invoice is not paid by the beginning of the course the Booking contact will be made aware at the first class,

Failure to pay the booking by the second class will result in the termination of your booking and the denial of future group bookings until payment is made.

STEP 5- Enjoy your course:

We believe and have had proven that the JMOF Australia program is a life changing experience for your participants at a fantastic price due to the generous support of our partners.

You will see fantastic growth in them over the program and we will always welcome your feedback both good and areas for improvement.