

Veteran Mentors – Junior Leader Program

Terms and Conditions

Last Updated: 23 Apr 2026



These Terms and Conditions, the enrolment application form, and the privacy policy (collectively referred to as the “Agreement”) constitute a legally binding Agreement between You, the Parent(s) or Legal Guardian(s) of the Participant (“You” or “Your”), and Veteran Mentors Pty Ltd (“Veteran Mentors”, “Company”, “We”, “Us” or “Our”), operating under the laws of Queensland, Australia. This Agreement governs the enrolment and participation in the **nine-day Veteran Mentors Junior Leader Program** (“Program”).

By submitting the completed enrolment form, You confirm that You have read, understood, and agreed to be bound by this Agreement. If You do not agree to these Terms, do not proceed with the enrolment.

1. Definitions

- “**Participant**” – The child enrolled in the Program.
- “**Program**” – The nine-day Veteran Mentors Junior Leader Program.
- “**Commencement Date**” – The first day of the Program.
- “**Completion Date**” – The final day of the Program, when the Participant is returned to their Parent(s) or Legal Guardian(s).

1a. NDIS Participants

Where a Participant is funded in whole or in part by the National Disability Insurance Scheme (NDIS), and a separate NDIS Service Agreement has been entered into between Veteran Mentors Pty Ltd and the Participant or their nominee, the NDIS Service Agreement will take precedence over these Terms and Conditions to the extent of any inconsistency.

These Terms and Conditions apply only to the extent they do not conflict with the NDIS Service Agreement or the NDIS Terms of Business.

2. Eligibility

The Program is designed for children aged **12 to 17 years**. All Participants must complete a **Medical Certificate** provided by the Company upon confirmation of enrolment.

The Program is not suitable for individuals with:

- Active drug or alcohol addiction;
- A history of violent behaviour (outside the immediate family);
- Current or past incarceration in juvenile or adult correctional facilities.

Failure to disclose any known medical, psychological, or behavioural conditions constitutes a **material breach** of this Agreement and may result in immediate termination of the Participant's enrolment, without refund.

3. Parent(s) / Legal Guardian(s) Responsibilities

You are responsible for ensuring that:

- All fees are paid by the specified deadlines.

- The Participant arrives on time at the designated airport or camp on Commencement Date.
- Medication is properly packed and labelled (in a **Webster-Pak**) with appropriate documentation.
- The Participant is collected on Completion Date.
- The Participant is prepared for the Program and understands the expectations outlined in the Program brochure.
- No valuables (e.g., jewellery, cash) are brought to the Program.

3.1 Participant Awareness and Preparation

Parents/Guardians acknowledge that the effectiveness of the Program relies on the Participant attending with a basic understanding of why they are attending and what the Program involves.

By agreeing to these Terms and Conditions,

You confirm that:

- You have informed the Participant that they are enrolled in the Veteran Mentors Junior Leader Program;
- You have discussed the purpose and expectations of the Program with the Participant;
- The Participant understands they will be attending the Program and participating in its activities.

Veteran Mentors is not responsible for behavioural resistance or disengagement that arises where a Participant has not been adequately informed or prepared for attendance prior to arrival.

Parents/Guardians acknowledge that failure to properly inform the Participant may negatively impact the Participant's experience and the overall group dynamic.

4. Participant Responsibilities

- The Participant's belongings are their own responsibility.
- Veteran Mentors will provide a safe and supportive environment, but will not be liable for the loss or damage of personal items, unless due to gross negligence of staff.

5. Payment Policy

This clause does not apply to Participants funded under the National Disability Insurance Scheme (NDIS). Payment terms for NDIS Participants are governed exclusively by the applicable NDIS Service Agreement.

- A **non-refundable \$600 commitment fee** is required at the time of booking to initiate enrolment.
- 50% of the Program fee must be paid no later than **30 days before the Commencement Date**, unless otherwise agreed.
- The remaining balance of the Program fee must be paid no later than **14 days before the Commencement Date**, unless otherwise agreed.
- If payment is more than **30 days overdue**, Veteran Mentors reserves the right to initiate **debt recovery**.

Upon payment of the administration fee, an enrolment package will be emailed containing key Program information.

6. Cancellation, Transfer & Refund Policy

This clause applies only to privately funded Participants. Cancellation and notice requirements for NDIS Participants are governed by the applicable NDIS Service Agreement and NDIS Pricing Arrangements.

6.1 Cancellations

- **More than 30 days** before Commencement Date: Full refund minus \$600 commitment fee.
- **14–30 days** before Commencement Date: 50% of Program fee refunded minus the \$600 commitment fee.
- **7–13 days** before Commencement Date: 25% of Program fee refunded minus the \$600 commitment fee.
- **Less than 7 days**: No refund (forfeiture of 100% of Program fee).

6.2 Transfers

- **Transfers requested 14 days or more** before the Commencement Date: One free transfer to the next available Program.
- **Transfers requested less than 14 days** before Commencement Date: \$600 **transfer fee** applies.
- Transfers are **limited to one occurrence per booking**. Any further changes will result in forfeiture of the deposit.

Note: All transfer and cancellation requests must be submitted in writing to hello@veteranmentors.com.au with "Cancellation" or "Transfer" in the subject line.

6.3 Bundled Programs and Package Pricing

From time to time, Veteran Mentors may offer bundled program packages at a discounted rate, which may include participation in multiple programs or services (for example, the Junior Leader Program, Parent Workshop, and Reconnection Expedition) ("Bundled Package").

Bundled Package pricing is conditional on participation in **all components** of the package.

If a Parent/Guardian withdraws from, cancels, or does not attend any component of a Bundled Package after payment has been made, the discounted package pricing will no longer apply. In such circumstances:

- a) Each completed or retained component of the package will be re-priced at its **full standard retail price**; and
- b) Any refund issued will be limited to the difference between the amount paid and the total retail price of the completed or retained components.

By way of example only:

Where a Bundled Package is purchased at a discounted rate of \$7,920, and the Parent/Guardian later withdraws from the Reconnection Expedition component, the Junior Leader Program and Parent Workshop will be charged at their full retail price of \$6,000, and any refund will be calculated based on the remaining balance only.

No additional discounts will apply once a Bundled Package has been partially withdrawn from.

7. Withdrawal or Removal from the Program

- If a Participant is removed due to non-compliance, disruptive behaviour, safety risks, or breach of rules, no refunds will be given.
- If a Participant is deemed a physical threat or unfit to continue, the Company reserves the right to:

- o Send the Participant home at the parents' expense;
- o Refer the Participant to a medical facility;
- o Withdraw the Participant from the Program immediately.

7.1 Child Safety and Duty of Care

Veteran Mentors is committed to providing a safe, supportive, and child-safe environment for all Participants. Parents/Guardians acknowledge that, in fulfilling our duty of care, staff may take reasonable steps to maintain safety, with verbal de-escalation and non-physical strategies always used first. Physical contact will only occur where reasonably necessary to prevent immediate harm to the Participant or others, and will be minimal and safety-focused.

For NDIS Participants, any removal, cancellation or early exit is governed by the applicable NDIS Service Agreement and NDIS Pricing Arrangements.

8. Prohibited Items and Behaviours

- **Illegal drugs, alcohol, weapons** – Strictly prohibited. Immediate removal at the Parent's expense and possible involvement of police.
- **Sexual misconduct or abuse** – Will be reported as per mandatory reporting requirements. Participants involved will be immediately removed.
- **Contagious illnesses** – If deemed medically unfit or infectious, the Participant may be isolated or sent home. Refunds for any outsourced activities not undertaken will be provided.

9. Program Evaluation and Data Use

Veteran Mentors may use de-identified participant and family information for the purpose of independent program evaluation, research, or quality improvement.

Any third-party evaluators engaged by Veteran Mentors will be bound by strict confidentiality agreements and must comply with the Privacy Act 1988 (Cth) and our data protection standards. Personal information that identifies an individual will not be shared externally without express written consent, except where required by law.

Payment data is managed by our secure provider, Commonwealth Bank Australia (CBA). No card data is stored by Veteran Mentors.

10. Indemnity

You agree to indemnify and hold Veteran Mentors and its affiliates harmless from any claims, liabilities, losses, or legal fees arising from:

- Participation in the Program;
- Breach of this Agreement by You or the Participant;
- Any third-party claims related to conduct of the Participant.

11. Acknowledgement of Risks

Parents/Guardians understand and acknowledge that the Program involves physical, outdoor, and emotional challenges, including but not limited to:

- Bush and outdoor activities, team challenges, and physical training;
- Exposure to natural environments (wildlife, weather, uneven ground);
- Group living conditions and structured behavioural expectations.

Parents/Guardians accept that these activities carry inherent risks of injury, illness, or emotional stress.

12. Release of Liability

To the fullest extent permitted under Queensland and New South Wales law, I release and discharge Veteran Mentors Pty Ltd, its directors, employees, contractors, and affiliates from any liability, claims, or demands for:

- Injury, loss, or damage arising from participation in the Program;
- Emotional or behavioural outcomes of participation;
- Any incidental costs associated with removal, withdrawal, or early return from the Program.

This release does not exclude liability for gross negligence or willful misconduct.

13. Disclaimer

The Program is not a substitute for licensed medical, psychological, or psychiatric treatment. While every precaution is taken to ensure safety, Veteran Mentors is not responsible for consequences resulting from actions or inactions by Participants.

14. Governing Law

This Agreement applies to all Programs delivered by Veteran Mentors Pty Ltd, whether conducted in Queensland, New South Wales, or any other location. This Agreement is governed by the laws of Queensland, Australia, and is enforceable to the maximum extent permitted by the applicable laws of the state in which the Program takes place. Any disputes will be resolved in a court of law in Gold Coast, Queensland.”

15. Severability

If any part of this Agreement is found to be invalid or unenforceable, the remainder will remain in full force and effect.

16. Entire Agreement

This Agreement, together with the enrolment application form and privacy policy, constitutes the entire agreement between You and Veteran Mentors Pty Ltd in relation to the Program. For Participants funded under the National Disability Insurance Scheme (NDIS), this Agreement operates alongside the NDIS Service Agreement. In the event of any inconsistency, the terms of the NDIS Service Agreement prevail.

17. Force Majeure

Veteran Mentors will not be held liable for delays or failures to perform due to events beyond our control, including but not limited to acts of God, war, natural disasters, epidemics, or government actions.

18. Feedback

We welcome your suggestions to improve the Program. By submitting feedback, you grant us the right to use it for promotional or operational purposes without compensation.