



## **REFUND/CANCELLATION POLICY**

We understand that people's circumstances can change and provide the following alternatives to help you.

Cancellations or transfers (subject to availability at the event/workshop) can be arranged by emailing the event/workshop organisers more than 10 working days before the event. You are able to transfer your event/workshop registration once to another person at no extra cost. Registrations can be cancelled and refunded less an administration cost provided that notification to the event/workshop organisers occurs more than 10 working days prior to the event/workshop.

Registration cancellations less than 10 working days prior to an event/workshop cannot be refunded because catering and printing arrangements have already been made.

Please note that refunds are not available for transferred registrations.

Your registration confirms that you have accepted this policy. By submitting the registration form you are agreeing to the cancellation policy.

### **Payment for Events/Workshops on Invoice**

If you request an invoice rather than paying at the time of registration using Credit Card, we will endeavour to email the invoice to you as soon as possible. Payment of the invoice is required to be made within the terms identified on the invoice. If payment of an invoice is not received prior to an event/workshop, access to the event/workshop will be refused.

In the event that payment is not received within terms, an administration fee of \$20.00 will be charged each month that the invoice remains outstanding beyond these terms. This fee will be invoiced to you accordingly.

Please note that the Refund/Cancellation Policy applies to all events/workshops whether these are paid by Credit Card or on invoice.