

Policy & Procedure Title:	Refund and Cancellation Policy				
Date of Approval New Policy	October 2018				
Subsequent revision or Edit Dates:					

Events

Refunds for events, including but not limited to workshops, and event registration fees will only be given in accordance with this policy.

Registration Confirmation

Registrations will not be confirmed until full payment of the event registration fee is received. Any partial payment of the event registration fee is also subject to this policy.

Cancellation by Registrant

Felt West cannot accept responsibility for changes to registrants' personal circumstances that prevent attendance. Registrants are not entitled to a refund, discount or 'make-up' event if they do not attend the entire event.

All cancellations by a registrant must be made in writing to info@feltwest.org.au. 14 days prior to the commencement of the event. Cancellation notices must include the registrants' full name, original method of payment, and transaction number.

Registrants may be entitled to a remedy under this policy, namely 'Transfer by Registrant' or 'Substitution from Wait List'.

Transfer by Registrant

Registrants who have paid the event registration fee in full may transfer their event registration to another eligible member of Felt West. In the case of a transfer any financial transaction is solely between the transferor (i.e., original registrant) and the transferee.

Registrants can only transfer their event registration up to fourteen calendar days before the first day of the event. Registrants cannot transfer their registration less than fourteen days before the first day of the event.

Transfers may be subject to additional fees, including but not limited to membership fees.

All transfers by a registrant must be made in writing to info@feltwest.org.au. Transfer notices must include the transferor's full name, original method of payment and transaction number, along with the transferee's full name, phone number and email address.

Substitution from Wait List

When an event becomes sold out, Felt West may maintain a wait list at its sole discretion. Felt West reserves the right to not maintain a wait list for any event. Where no wait list is maintained, registrants are not entitled to a refund, discount or 'make-up' event.

Where an event is sold out and a wait list is maintained, registrants may be entitled to a partial refund less a \$20 administration fee. To be entitled to a refund Felt West must be able to confirm a substitute from the wait list, including full payment of the event registration fee by the substitute. In a case where Felt West is unable to confirm a substitute, the cancelling registrant will not be entitled to a refund, discount or 'make-up' event.

Refunds resulting from substitution will be credited back to the cancelling registrant up to fourteen calendar days after the last day of the event.

Cancellation by Felt West

Felt West reserves the right to alter or cancel, without prior notice, any of the arrangements relating directly or indirectly to an event. This includes the complete or partial cancellation of an event itself. Depending on the circumstances in each case, a partial refund may be given where at least one day of a multi-day event is cancelled. Where the entire event is cancelled registrants will be offered a full refund.

Felt West's maximum liability is limited to a full refund of the event registration fee. Felt West accepts no additional liability for travel, accommodation or any other additional costs incurred. It is recommended that registrants ensure the appropriate contingencies and insurance is in place to mitigate against loss in these circumstances.

Event Collateral

Registrants who do not attend the event will be ineligible to receive event information, including but not limited to notes, workbooks and slides.

Membership

Felt West membership fees are non-refundable and non-transferable.

In the case of bundled membership fees and event registration fees, membership and membership fees are non-refundable and non-transferable.

Method of Refund

Refunds will be provided using the original payment method.

Australian Consumer Law

You may also have a statutory right to a remedy under the Australian Consumer Law. The Australian Consumer Law contains consumer guarantees which provide consumers with a basic, guaranteed level of protection for goods and services that they acquire.

Changes to this Policy

This policy is subject to change without notice.