



Code and Number	C.4.3
Title of Document	Cancellations and Refunds

POLICY

ACN is committed to providing high quality products and services and reserves the right to cancel educational services, professional activities and products.

ACN will maintain efficient accounting processes to ensure sound fiscal responsibility and accountability.

CANCELLATIONS

1. *Professional Services*

1.1 **Membership**

Members are able to cancel their membership at any time in writing to the Membership Services Team. Membership fees are annual and individuals are liable to pay the annual subscription fee in full or by making monthly payments, as such these will not normally be refunded.

1.2 **Merchandise**

2.2.1 ACN reserves the right to withdraw or cancel a product from the market at any time. Adequate notification will be provided by the relevant administrative staff.

2.2.2 In the instances where ACN has withdrawn the product a refund will be made for orders that have been received and paid for.

2. *Events and CPD Short Courses*

ACN reserves the right to cancel an event due to low registrations or other circumstances which have made it unviable.

2.1 In this instance a full refund will be offered to delegates.

2.2 Wherever possible the area responsible for the event will endeavour to give appropriate and timely notification to all internal and external participants of the event.

REFUNDS

As a rule ACN does not give refunds for:

- Membership Fees
- *On-Line CPD courses*
- Merchandise
- Service Fees e.g. *postage and administration fees*

Instances where it is considered acceptable for a refund to be processed include:

- identified overpayments for goods and services
- an error has been made by ACN
- products and services that do not match what was shown at the time of purchase
- products and services that do not deliver what they are supposed to deliver.
- exceptional circumstances supported by documentation.

Instances where ACN will not provide a refund include:

- where a member/customer/client changes their mind
- where the member/customer/client decides later they can't afford the products/services
- where the member/customer/client finds alternative products/services at a more competitive price
- incorrect choice of product/service by the member/customer/client

All requests for refunds must be:

- made in writing (letter, facsimile or email) with supporting documentation where required e.g. invoice/receipt as proof of payment, Medical Certificate where required.
- approved by an Executive Director or the CEO to the level of their delegated authority.

Principles that underpin this policy and procedure are:

- When a request for refund is received, an assessment of the reason given for the refund will be considered on its individual merits by the cost centre manager and approved as required by the Delegations Manual.
- The request for refund must be reviewed against any contractual agreements that may be applicable, to determine any ACN obligations, conditions or restrictions.

Refunds will be processed within 14 working days by finance upon receipt of a request for refund online form and will normally be made by EFT except in the case of a payment originally made by credit card. In that instance the refund will be made back to the credit card. Refund by cheque will only be made where there are extenuating circumstances.

Education

Events and CPD Short Courses

Refunds requested for registrations will be conditional on the registration *terms and conditions* set by ACN which can be accessed on the registration site.

Cancellations

Cancellation of a registration must be made in writing by either letter or email. Refunds will apply as follows:

- If a cancellation notice is received more than 21 working days prior to the event or short course a refund will be processed less an administration fee of \$75.00.
- If a cancellation notice is received less than 21 working days prior to an event or short course no refund will be given.

Substitutions

- Substitutions are permitted with the prior written (e.g. email/letter from the person who is registered) agreement of ACN.
- Substitutions made during the event require written permission from the original attendee and prior payment of any additional charges.
- Attendees are not allowed to share a registration.

Payment

- ACN reserves the right to refuse attendance to individuals who have not paid in full for their registration.
- All registration payments must be received no later than three (3) working days prior to the event or short course.
- Payments for early bird attendees must be received no later than 14 working days after the early bird registration has closed. If early bird fees have not been received by ACN by 5.00pm on that day, advance fees apply.

Exhibitors

The following information provides a guide to refunds as an exhibitor at an event, conditional on terms of agreement between ACN and third party, e.g. caterer's terms, venue hire terms, booth build terms etc., which may vary from event to event;

- Cancellations made more than 12 weeks from commencement of the event will receive a full refund less an administrative fee of \$100
- Cancellations received between four (4) weeks and 12 weeks from the commencement of the event will incur a fee of 25% of the total booking made
- No refund will apply to cancellations received less than four (4) weeks prior to the event

- Should an exhibitor who received a discount for exhibiting at several events cancel their attendance at one or more events, the exhibitor will be liable for the full pre-discounted rate per expo plus the cancellation fee applicable

Membership

- Membership fees will not normally be refunded unless there are extenuating circumstances.
 - The request must be submitted in writing to the Membership team.
 - In some instances an approved refund will attract an administration fee. The administration fee is equivalent to two months membership fee. This will be determined by membership and approved by the Executive Director.

PROCEDURE

Once a request for refund has been received, a request for refund online form is to be completed by the relevant business unit within five (5) business days.

The process is as follows:

- Staff in the business unit complete the Request form, and attach all related supporting documentation where required, such as Medical Certificate, a copy of the original tax invoice/receipt evidence that payment has been received and banked, etc. and they forward them for approval to the relevant Executive Director.
- Accounts receive the approved form and supporting documentation and:
 - stamps the date received
 - verifies that the item number and budget centre shown on the form are correct
 - processes the refund
- Payment Method
 - Credit card - where a Credit Card (or Direct Deposit) payment has been made, the refund will be processed using the same payment method. If the refund attracts an administration fee this will be deducted prior to the refund being processed.
 - EFT - the refund will be processed. If the refund attracts an administration fee, this will be deducted prior to the refund being processed.
 - The individual or organisation receives confirmation of the refund.

Related Policies and Procedures

PRD.4 Delegations Manual

PRD.6 Schedule of Fees

E.1.3 Student Management Policy

Related Forms

FIN002 Request for Refund/Credit Note/Cancelled Invoice/Transfer Funds ONLINE

Responsibility for Review	Manager Education Business Operations/Manager Engagement & Representation/Manager Corporate Support
Ratification	Executive Leadership Team or Executive Director – Corporate Support
Date of Issue	March 2013
Date Last Reviewed	February 2019