

## SYMPOSIUM CANCELLATION POLICY

### Purpose

The purpose of this policy is to provide guidance to members, branches and stakeholders in relation to cancellation of registration at the Australian Health Promotion Association (AHPA) National Symposium.

### Event Refund/Cancellation

#### *Event Cancellation by AHPA*

- AHPA reserves the right to cancel or postpone the Symposium for reasons including but not limited to: due to low registration numbers or other circumstances which would make the event non-viable.
- If this occurs, registration fees paid will be refunded in full, but the Association bears no responsibility for any other costs incurred (such as flights, accommodation, travel expenses or loss of income). It is recommended that registrants ensure the appropriate contingencies and insurance is in place to mitigate against loss in these circumstances.
- Should circumstances arise that result in an event being postponed, registrants will have the option to either receive a full refund or transfer registration to the same event at the new, future date.

#### *Registration Cancellation by Registrant*

- A written cancellation is required 21 days before the event to receive refund equivalent to 75% of the registration fee paid. Transfer of registration is also permitted.
- Cancellations received after the stated deadline will not be eligible for a refund. Only transfers will be available.
- A transfer of registration to a substitute delegate is allowed at the same or lower rate of registration (e.g. full member to full member, full member to student member). If the substitute attendee is not a member, the non-member fee will apply, and extra payment will be due and payable before the event date. The Association must be notified in writing of requests for transfer.
- Requests for refunds and transfers must be made via e-mail to [members@healthpromotion.org.au](mailto:members@healthpromotion.org.au)
- All refund requests must be made by the attendee or credit card holder.
- Refund requests must include the name of the attendee and/or transaction number.
- All registrants for any event must have paid their event registration fees in full prior to attending an event or risk non-admission.
- Refunds will not be available for registrants who choose not to attend an event.

Updated by	Melinda Edmunds	Approved by Board	March 2024
Responsible person	EFARM	Scheduled review date	2025