



ANC 2018 c/- ASLIA
P.O. Box 1300, Parramatta, NSW, 2124
www.aslia.com.au

anc-convenor@aslia.com.au

Cancellation & Transfer Policy

Purchasing Rules

- i. if you purchased your registration/s as a member in the financial year before 30 June 2018, you must also be a member at the time of attending the events.
- ii. a non-member who purchased registration/s cannot apply for reimbursement of the price difference if they become a member. That is, to enjoy members' price, you must purchase your membership before purchasing any event registration/s.

We ask that you please ensure you register for the correct event/s relevant to your requirements. Should you require assistance at any time please do not hesitate to contact the Registrations Coordinator, Duke Moolenaar at anc-volunteers@aslia.com.au prior to finalising your registration.

Refunds are not payable if you simply change your mind, however if your circumstances change please contact ASLIA immediately via email to amend your registration or associated requirements.

Cancellation Policy

Should your circumstances change, and you are unable to attend an event, you must contact ASLIA by no later than 30 days prior to the commencement of the event. A cancellation fee of \$50.00 will apply to cover costs incurred in relation to your registration. Should you cancel less than 30 days prior to the commencement of the event, no refund will be payable.



Time period	Cancellation fee applicable
From when ASLIA receive a registration until 30 days from conference start of event date	\$50 cancellation fee
29 days from event date and onwards	Full registration fee for the registration type booked

Transfer Policy

- iii. A transfer of registration will only be granted for the same event package type and registration type (i.e. member or non-member at the time of purchase).
 - a. Should a non-member registration be transferred to a member, no refunds will be granted.
 - b. Should a member registration be transferred to a non-member, the difference in price must be paid, OR the non-member must pay membership prior to the transfer being applied.
- iv. A transfer fee of \$50.00 will apply in all instances.
- v. Transfers will not be permitted less than 30 days from the event date.
- vi. We will only transfer the names between the original registrant and the replacement registrant and their contact details.
- vii. We will not handle any monies as part of a transfer, except for issuing an invoice for transfer fee of \$50.00 to the replacement registrant or recovering additional registration fees. The transfer will not be recorded until any additional registration costs and transfer fee has been received.
- viii. The transfer fee must be received at 30 days or more prior to the event date in line with the cancellation rule to ensure that your accessibility and dietary needs can be fulfilled as well as to record your attendance correctly for PD points.



Examples:

- i. *Mary purchased 'Package B' as a member and realises that she cannot attend the 'Package B' event/s. Mary is able to replace her registration with John, after the transfer fee has been paid. John must pay the difference in the ticket price if he is a non-member or becomes an ASLIA member before the transfer can be made.*
- ii. *Malcolm purchased 'Package C' which includes Event A, Event B and Event C. Malcolm realises that he cannot make it to Event C. Malcolm cannot transfer Event C to another person.*
- iii. *Betty purchased 'Package A' as a non-member. Betty is unable to attend the event/s. Betty is able to transfer her 'Package A' to member, Samantha who has paid the transfer fee. Neither Betty nor Samantha will be refunded the difference in ticket price.*

Refund Processing

- i. ASLIA will refund any fees paid that complies with the cancellation rules, within 14 business days of receiving a refund request.
- ii. Credit card surcharges are non-refundable.
- iii. Refunds will only be processed via EFT to the bank account supplied by the registrant.