



Refund, Cancellation and Transfer of Credit

When registering for an ASLIA workshop or event, participants agree to the Terms and Conditions of registration which includes this policy. Products and services come with guarantees that cannot be excluded under Australian Consumer Law. Refunds and registration amendments (including transferring a registration to another person) are generally not possible for "change of mind" situations. ASLIA aims to be as flexible and as reasonable as possible with participants in such circumstances.

Where an event is cancelled, or cannot proceed, refunds will be provided.

ASLIA will not issue refunds for "change of mind" and ask members to consider this before completing a registration for a workshop. Change of mind can be defined as but not limited to the below examples:

- After registering for a workshop, the participant realises they have double booked themselves for work, holiday or other commitment.
- After registering for a workshop, the participant's attendance is prohibited by location or other factor that have been included in written communication by ASLIA.

In the case where the details of the workshop are amended from the original communication i.e. rescheduled/relocated, change of the content/topic, the participant has the right to decline changes and request a full refund. ASLIA would be required to issue a refund in full (this includes the ticket amount plus the admin fee will be refunded) only if notified within 7 days of the workshop details changing.

ASLIA understands that personal circumstances can change at short notice and will

consider requests for refunds or transfer of credit on a case by case basis at the discretion of the ASLIA committee where none of the above applies. This request needs to be made in writing to info@aslia.com.au, a decision will be received by the participant within 14 days of the original refund/transfer of credit request, if approved the for a refund is accepted by ASLIA, the admin fee will not be refunded.

If a transfer of credit is approved, this credit must be used within 6 months of the approval of the request towards another ASLIA event. Credit can be used by emailing info@aslia.com.au. Please note that where a credit is issued, it will only be for the value of the original ticket and will not include the admin fee.

Version History

<i>Version Date</i>	<i>Prepared by</i>	<i>Checked by</i>	<i>Summary of updates</i>
V1 March 2019	David McQuiggin ASLIA NSW	ASLIA Board	NA