

## REFUND - POLICY & PROCEDURE

### **1. INTRODUCTION**

The Glasser Australia (GA) Board (called the "Board" in this policy) understands and respects the fact that in some instances conference delegates and/or training participants may be unavoidably prevented from attending the Glasser Conference and/or training; therefore, the GA Board offers a refund to delegates and/or training participants who have paid to attend the Glasser Conference and/or training but are unable to attend.

### **2. PURPOSE**

This policy sets out guidelines for delegates to access a refund where they are unable to attend the Glasser Conference and/or training who have paid the Conference registration and/or training fee.

### **3. SCOPE**

This policy relates to the cancellation for all events related to the Glasser Australia Conference and/or training.

### **4. PROCEDURE**

To receive a refund the delegate will:

- Contact Glasser Australia in writing to [gaadmin@glasseraustralia.com.au](mailto:gaadmin@glasseraustralia.com.au).
- Contact Glasser Australia no less than ten (10) days prior to the Conference and/or training date.
- Not be granted a refund after the specified ten (10) day period before the Conference and/or training date.
- Pay a cancellation administration fee of \$100.00 and the balance will be refunded to the delegate.

Transfer of Conference registration and/or training fee:

- The delegate may request for his/her Conference registration and/or training fee to be transferred to another person, that he/she specifies any time prior to the Conference and/or training date.
- The transfer will take effect without a penalty applying.

### **5. REVIEW**

<b>Policy Title</b>	Refund Policy		
<b>Developed by</b>	Cathy O'Toole		
<b>Adopted by</b>	Glasser Australia Board		
<b>Adoption Date</b>	24 <sup>th</sup> February 2021	<b>Scheduled Review Date</b>	Feb 2023
<b>Version</b>	2.0		