

## Terms and Conditions

### Payments

Payment is required prior to attending the event or course. Please contact an IPAA NSW staff member if an exception is required.

### Cancellation policy

- Cancellation must be in writing and confirmed by an IPAA NSW staff member
- Cancellation received more than 10 business days prior to start date – no penalty will be incurred
- Cancellation received within 5-10 business days prior to start date – 50% of the fee is payable
- Cancellation received within 1-5 business days prior to the event running – 100% of the fee is payable
- **No show – 100% of the fee is payable**

### Cancellation policy – Self-paced courses (online with 365 days access)

- Cancellations are not permitted
- Transfers to another course are not allowed for self-paced courses.

### Transfer policy – Public Courses

- All requests for transfers must be in writing.
- Your course registration can be transferred to another course without penalty if requested more than 10 business days prior to the course start date. Otherwise, the above cancellation policy applies. Transfers can only be requested when the course fee has been paid in full.
- Transferring your registration to another person can be done at any time without penalty if nominee details are provided within a minimum of 2 business days prior to the course start date. Transferring from a member to a non-member will result in a fee increase in line with the non-member course fee.

***We may in our discretion waive cancellation charges in exceptional circumstances, but we will not waive cancellation charges on account of work commitments.***

### Program Changes

IPAA NSW reserves the right to change programs/speakers/venue, or to cancel programs if the enrolment criteria are not met or when conditions beyond our control prevail. All registrants will be notified in the event of cancellation and their registration fee will be refunded.