

SANDAS REFUND POLICY



PURPOSE:

- This policy provides guidance to SANDAS staff and clients in relation to refunds of registration fees for training and events.

POLICY STATEMENT:

Refund of registration fees

- If a SANDAS event is cancelled, a full refund of any registration fees paid will be made within 30 days of the cancellation.
- If a registered participant cannot attend an event for any reason, SANDAS should be advised by email at sandasinfo@sandas.org.au or by phone on (08) 8231 8818 as soon as possible. A full refund of registration fees will be made if this advice is received at least ten working days prior to the commencement of the event.
- No refund is payable if cancellation advice is received less than ten working days prior to the commencement of the event. Whilst we understand that personal circumstances or work commitments can change unavoidably at short notice, SANDAS cannot accept responsibility for such changes.

Non-attendance

- No refund is payable if a participant is late for or fails to attend an event.
- Where a person or organisation has registered to attend an event but has not paid fees in advance, they will be liable to pay those fees if they fail to attend without ten working days' notice.

Substitutions and Transfers

- Where a registered participant cannot attend, they may send a substitute. Requests for substitutions can be made by calling SANDAS on 08 82318818 and can be made at any time up to the event commencement date.
- SANDAS does not offer a facility for registration fees to be transferred to another event.

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LEGISLATION & STANDARDS:

- The legislative and quality framework references which relate to this policy are:
 - Commonwealth Competition and Consumer Act 2010 (Schedule 2)
 - [SANDAS Feedback Procedure](#)
 - [SANDAS Event Management Procedure](#)

DEFINITIONS/REFERENCES:

- Nil