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## Glasser Australia Conference Refund Policy & Procedure

### 1. Introduction:

Glasser Australia (GA) is committed to providing a quality Glasser Australia Conference and understands and respects that circumstances may change, and you may need to request a refund. As such, GA is required to have and provide detail of a fair and reasonable refund process in accordance with the Australian Competition and Consumer Commission (ACCC).

### 2. Purpose:

This GA policy sets out guidelines for Conference attendees to access a refund and is to ensure fair and reasonable refund practice.

### 3. Scope:

The GA Conference Refund Policy and Procedure relates to the refund of Conference fees paid.

### 4. Procedure:

- a) Refunds will be considered for Conferences facilitated by GA.
- b) All refunds will incur a cancellation administration fee of \$200.00 plus the credit card fee for the processing of the registration, reporting and other administrative actions related to the cancellation.
- c) To be eligible for a full refund, you must submit your request in writing to [gaadmin@glasseraustralia.com.au](mailto:gaadmin@glasseraustralia.com.au) thirty (30) calendar days prior to the commencement of the Conference.
- d) Provide your full name, training details, purchase details, and a brief explanation.
- e) If an eligible refund request has been submitted in writing at least thirty (30) calendar days prior to the commencement of the Conference, the full Conference cost, less cancellation administration fee plus the credit card fee, will be refunded.

### 5. Special Circumstances and Considerations

Attendees who experience unforeseen circumstances resulting in withdrawing from a Conference may be eligible to apply for a special consideration for a partial or full refund of Conference fees.

- a) Attendees wishing to apply for special consideration in the above circumstances may do so by emailing [gaadmin@glasseraustralia.com.au](mailto:gaadmin@glasseraustralia.com.au)
- b) The special circumstance refund request will be tabled at the next Board Meeting for the Board Members to consider its validity for a partial or full refund.



## 6. Transfer of Conference Fees

If the attendee has paid the Conference fees in full, they can request in writing to [gaadmin@glasseraustralia.com.au](mailto:gaadmin@glasseraustralia.com.au) to transfer the Conference fee to another attendee. An administration transfer fee of \$100.00 will apply provided all information is received fourteen (14) calendar days prior to the Conference.

## 7. Refund Approval

Refunds are subject to approval by the President and or Treasurer. If your request is approved, the refund will be processed within ten (10) calendar days.

## 8. Payment Method for Refunds

Refunds will be issued using the same payment method used for the original payment. If this is not possible, alternative arrangements will be made.

## 9. Glasser Australia Cancel Conference

In the event of GA cancelling a Conference no administration fee will be charged, and a full refund will be paid.

<b>Policy Title</b>	Conference Refund Policy		
<b>Developed by</b>	Jo Astorini, Paula Baxter, Peter Zanol		
<b>Adopted by</b>	Glasser Australia Board		
<b>Adoption Date</b>		<b>Scheduled Review Date</b> October 2025	<b>Reviewed:</b> October 2023
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