

PAYMENT AND CANCELLATION POLICY

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Venues and facilitators are confirmed when a minimum number of registrations are received. The Australian Compliance Institute reserves the right to cancel or postpone an event/course should this number not be reached or for any other reason. Should an event be cancelled, all registered delegates will be contacted and notified immediately. If the Australian Compliance Institute cancels an event or course, we will work with the individual to assess whether they would like to transfer to another date, retain a credit with ACI for a future date or a refund as appropriate. The Australian Compliance Institute is not responsible for any third-party cancellation fees incurred by the individual (travel, accommodation, etc.) should the event be cancelled or postponed.

Full payment or a non-refundable deposit (Amount dependent on specific event) is required upon registration. Full payment due seven* days prior to the event.

If, after payment, you are unable to attend, you are welcome to nominate someone else to attend in your place at no additional cost. Cancellations, course transfers and/or substitutions will need to be in writing at least seven days prior to course/event commencement. Please note members can only substitute members. If the substitution is from a member to a guest, the registration cost difference must be paid.

If you do not wish to nominate an alternate delegate, then your cancellation of registration must be received in writing by the Australian Compliance Institute one week prior to the event, otherwise full payment will be forfeited. Please note a cancellation admin fee applies to ALL cancellations.

The only exemptions to this policy are if the individual has a serious illness or other event whereby notice could not reasonably have been given and they will be unlikely to be able to change to another date. These are approved on a case-by-case basis and members are encouraged to seek open dialogue with the Australian Compliance Institute if you believe this exemption applies to you.

We will not refund your registration if you fail to attend or fail to give seven days written notice.

To obtain the member discount your membership **must be paid up to 30 June of the current financial year.**

Full payment and/or notification of cancellation due **four weeks prior for Residential Intensive face to face programs.*