



Refund and Cancellation Policy *September 2023*

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1. Introduction

A refund policy is a document that informs your members/attendees/registrants about how your organisation deals with refunds of the products you're selling, be it for conferences or tours, membership, publications or other items. It will also let those people know the time frame within which your organisation can accept returns. Refunds should be provided in the same form as the original payment, unless the organisation and consumer agree otherwise. An organisation's policy on refunds is completely discretionary, meaning there is no legal obligation to offer refunds. To this end, BMACHO has reviewed Federal and State law and numerous other organisations to ascertain possible requirements and expectations of a refund policy.

2. Eligible services and products

There are a number of services and products to which this policy applies:

- ❖ **Membership:** membership may be cancelled at any time, but please note that not all memberships are refundable. If membership has been in place for more than half of the organisation's financial year (1st January to 31st December), it is not refundable, unless an error has occurred due to the fault of BMACHO. In this instance, all steps will be taken to rectify the issue as soon as possible. Memberships are non-transferable to other people or other organisations.
- ❖ **Purchase of publications or equipment:** BMACHO disposes of surplus publications and equipment from time to time, and quality assurance is provided with each item at sale. However, in the event that fault is found with the product, BMACHO will consider return or refund on its merits, within 30 days of purchase. However, no refunds will be given for digital products. Please ensure you have the technical capacity and software requirements before purchase.
- ❖ **Attendance at tours, workshops, conferences or other live events:** in the staging of these events BMACHO requires attendance figures 14 days prior to the event. In the event that a registrant withdraws from the event more than 14 days before the event, a full refund can be provided.
- ❖ **Online events:** notification of non-attendance should be provided at least three hours before the start of the event, by phone – before midday of the day before for a weekday, or before midday Friday before weekend events. Where a new date or venue for the online event is advised – by the date advised in that communication.
Note: BMACHO cannot issue refunds due to problems you may experience with your internet connection, including problems you may experience in connecting to the online event or in the sound or audio quality of the online event.
- ❖ **Catering and venue:** in the event that a registrant cannot attend, they must take into consideration prior to requesting a refund that the venue, food and beverages etc. may have been finalised and confirmed prior to the event and therefore would have incurred considerable and non-refundable costs to BMACHO. Venue managers usually require time to finalise catering arrangements.

3. Refunds - general

- ❖ **Withdrawal** - if a registrant finds they have to withdraw within the 14 day period and up to two days before the event, BMACHO will consider the reasons for withdrawal and make a decision in regard to the matter on its merits.
- ❖ **Withdrawal** - if a registrant withdraws within two days of the event, BMACHO will consider the reasons for withdrawal and make a decision on the matter on its merits, and a half refund MAY be given.
- ❖ **Incorrect information:** A refund applies if the event organizer has provided you with materially incorrect information regarding the event.
- ❖ **Attendance at partial event:** if a registrant is only able to attend part of an event, having booked for the full event, the circumstances will be examined by the BMACHO Management Committee and a decision made accordingly.
- ❖ **Refunds will NOT be** provided in the following circumstances:
 - If you have booked for the wrong session.
 - If you have changed your mind.
 - If there is a change to your personal circumstances.
 - If you arrived late for your timed session.
 - If you did not enjoy the event.
 - If you simply fail to turn up.

Note: BMACHO reserves the right to require further information or documentation to substantiate circumstances which require a refund.

4. Event cancellations

Cancellation of the event by the BMACHO Management Committee – in the event that the BMACHO Management Committee is obliged to cancel an event, tour, workshop or conference, a full refund of all payments would be forthcoming.

- ❖ BMACHO reserves the right to cancel, postpone or re-schedule events due to low enrolments or unforeseen circumstances. In the event of this, if you are unable to attend a rescheduled event, a refund would be considered by the Management Committee.
- ❖ Where a refund is due to a participant a full refund will be made within 14 days via the same method payment was made unless requested otherwise.
- ❖ If a substitute person is nominated by the person who has registered to attend the event, the original registrant must advise BMACHO the name of the substitute attendee prior to the event. Substitutions can only be made up to 24 hours before the start of the event at no extra cost, so that a correct name tag can be available at the registration desk.

- ❖ If a registered attendee fails to attend an event for which they had registered, the event registration fees will not be refunded or allocated to another BMACHO event.

5. Conditions of refunds or returns

- ❖ Publications and equipment disposed of by BMACHO should be returned to the organisation in the condition in which they were sold, notwithstanding any inadvertent fault found with the product after purchase.
- ❖ Requests for refunds for an event should be made by the person who purchased the original ticket.
- ❖ All payments made for a specific event will be issued with a tax invoice prior to the event. Payments may be also accepted on the day subject to agreement with the organizer. In the event of a request for a refund in either case, evidence of same should be provided.

6. Fees associated with refunds or returns

There are no fees associated with refunds or returns. BMACHO is not responsible for any other expenses you incur or may incur, including in relation to an exchange, refund, event cancellation or in connection with attendance to the event. Other expenses may include cost of travel, parking, child-care, accommodation and food and beverage.

7. Acknowledgement

It is understood that sometimes circumstances are beyond the control of both the BMACHO organisation and the public. Therefore, notwithstanding the above provisions, decisions on all refunds will be at the discretion of the BMACHO Management Committee.

*Note: This policy will be available for inspection on the BMACHO website:
www.bluemountainsheritage.com.au*

8. Endorsement

Plan endorsed by BMACHO President:

..... Rod Stowe (President) Date:

Date this Plan adopted by BMACHO Committee:

Date the Plan is due for Review: ... by 30th June 2024 ...

Further reading:

How to Manage Cancellation Policy and Refunds for Tour Activity Operators Selling Online:

www.ticketinghub.com

Cancellation and Refund Policies: Public Relations Institute of Australia (PRIA)

Cancellation Policy for Tours and Events: National Trust of Australia (ACT)

Conference Cancellation Policy: Academic Conferences International

Enrolment and Cancellation Policies: Australian Restructuring Insolvency & Turnaround Association (ARITA)

Refund Policy: Opera Australia

Cancellation and Refund Policy: Meetings and Events Australia

Refund Policies: Royal Australian Historical Society

Warranties and refunds: Australia Competition and Consumer Commission