



Cancellations and Refunds

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1. Purpose and Scope

CWSW will appropriately manage cancellations and refunds for professional development and learning activities hosted by CWSW. CWSW will provide Participants with clear and transparent information regarding eligibility and procedures for cancellations and refunds.

This policy details the options and eligibility for refunds and/or transfers in the event of cancellation by CWSW or Participants. This policy and procedure reflect the CWSW commitment to honour Participant bookings and the level of administrative resources required to host professional development and learning activities.

This policy applies to all CWSW hosted professional development and learning activities and Participants. In booking a CWSW activity, the Participant agrees to the terms detailed in this policy.

2. Definitions

Term	Definition
2.1 Administration fee	Small fee to cover administration costs of processing bookings and refunds
2.2 CWSW Event Coordinator	CWSW staff member listed on the event booking page or admin@csw.org.au
2.3 Participant	Person or entity responsible for paying fee and/or individual undertaking the professional development and learning activity
2.4 Professional development and learning activities	Events and activities hosted by CWSW with an intended target audience of practitioners and professionals in the domestic, family, and sexual violence, and women's health sectors

Policy Principles

CWSW is committed to providing a diverse range of professional development and learning opportunities for practitioners and professionals in the domestic, family, and sexual violence, and women's health sectors. This includes, although is not limited to, non-accredited programs, workshops, and information awareness sessions delivered using a variety of approaches.

Fees

CWSW endeavours to provide low-cost professional development activities.

A small, non-refundable Administration fee will be charged for all professional development and learning activities regardless of delivery method.

To cover additional professional development and learning activity costs, for example expert speakers and facilitators for specific events, CWSW may charge a fee over and above the Administration fee. Participant fees cover event costs and will be kept as low as possible.

The Administration fee is non-refundable except in the event the activity is cancelled by CWSW.

Transfers

All bookings are transferable to another person in the event the original Participant is unable to attend.

The original Participant must contact the CWSW Event Coordinator to advise of the booking transfer and provide the details of the new Participant.

CWSW will respond within 5 business days of receiving notice of transfer.

There are no additional fees charged for transfers.

Cancellation or reschedule by CWSW

In the event a professional development and learning activity is cancelled or unable to be provided as agreed by CWSW, all fees will be refunded in full to Participants.

If CWSW is required to reschedule an activity, for example due to facilitator illness, Participants may choose to attend at the rescheduled date or have all fees refunded in full.

CWSW will provide as much notice as possible for Participants when cancellation or reschedule is required by CWSW. When notifying Participants of cancellation or reschedule, CWSW will provide information regarding refund eligibility.

Cancellation by Participant

CWSW professional development and learning activities often have capped Participant numbers. Participants are required to notify the CWSW Event Coordinator if they are unable to attend as soon as possible to allow for rebooking.

Credit

Credit must be used within the same financial year. Where credit cannot be used within the same financial year, a refund in line with the cancellation timeframe, minus the non-refundable administration fee, will apply.

Cancellation terms

Cancellation terms are dependent on the following timeframes:

Cancellations received in writing **72 hours or more** in advance of activity start time are eligible for:

A 100% refund minus the Administration fee

or

Full credit towards the same or an alternative activity at a later date

Cancellations received in writing **72-24 hours** in advance of activity start time are eligible for:

A 50% refund minus the Administration Fee

or

Full credit towards the same or an alternative activity at a later date

Cancellations received in writing **within 24 hours** of activity start time are eligible for:

Full credit towards the same or an alternative activity at a later date

Participants who do not attend the event **without written notification** are not eligible for refund or credit.

It is the Participant's responsibility to notify the CWSW Event Coordinator of their booking cancellation in accordance with the timeframes detailed above if seeking a refund.

When CWSW receives notification of a cancellation, the CWSW Event Coordinator will contact the Participant to finalise the cancellation terms in accordance with the above.

CWSW will respond within 5 business days of receiving notice of cancellation or refund enquiries.

CWSW retains the right to assess refund eligibility due to extenuating circumstances on an individual basis e.g. illness, injury, relocation.

Procedure

Refunds

To be eligible for a refund the Participant must notify the CWSW Event Coordinator in accordance with timeframes detailed above.

- The Event Coordinator will send a refund request form to the eligible Participant to collect relevant refund details.

The Participant is to return the completed refund request form to the Event Coordinator.

Once received, the Event Coordinator will forward the completed form to CWSW Accounts for processing.

CWSW Accounts will process approved refunds within 14 business days.

Requests to transfer or refund are to be recorded on the forms provided by CWSW and forwarded to admin@csw.org.au

3. Related Documents (legislation and CWSW policies)

COVID Management Plan

Confidentiality

Delegation of Authority

Payments and Reimbursements

Privacy