



## FORM: Refund Policy for Workshops

### Workshops tutored by members of AoCN

- Cost of member-tutored workshops for 2023 is \$35 a day for members, \$40 for non-members.
- Full payment is required before the day to secure your booking.
- No refund will be given if you fail to attend on the day without prior arrangements being made, or if you give less than 7 days' notice of your inability to attend.
- In special circumstances, if you know you are unable to attend, and after paying the full cost for the workshop, you may contact the Workshop Convener discuss your options. This may include a credit for a future workshop to be held within 6 months. All decisions are at the discretion of the Workshop Convener and/or the Executive Committee.
- Where a scheduled workshop has insufficient numbers to continue, the Member Tutor will decide if the workshop will continue. Each attendee will be offered a transfer of booking to another scheduled workshop for the current year.

### Workshops with external professional tutors

- Professional Tutors are booked months in advance so a non-refundable deposit of \$60 is required to secure your booking, with the balance due one week prior to the workshop date.
- If you need to cancel your attendance after paying the \$60 non-refundable deposit, every effort will be made to find a replacement from the waiting list. If a replacement is found, any money paid in excess of the non-refundable deposit may be refunded or transferred to another workshop, subject to availability.
- If no replacement can be found, all money paid will be forfeited. This is necessary to pay the costs of the Professional Tutor.

Any request for a refund must be made to [malnann21@gmail.com](mailto:malnann21@gmail.com) and be approved by the Executive Committee. Our aim as an organization is to facilitate professional tutors with a minimum cost for attendees whilst maximizing attendance to the limit set by the tutor. Any shortfalls in attendance will incur a loss to the group income. This refund policy is, therefore, a buffer designed to minimize loss to the group.

**BY MAKING A BOOKING FOR ANY WORKSHOP, IT IS AN AUTOMATIC ACKNOWLEDGEMENT OF AGREEMENT TO THESE POLICIES.**

I agree to abide by the refund policy when making a booking for a workshop.

Sign \_\_\_\_\_ Date \_\_\_\_\_

Please sign and return to [malnann@gmail.com](mailto:malnann@gmail.com)

Thank You