



School Library Association OF NEW SOUTH WALES

Cancellation and Refund Policy for Professional Learning Events

A. Cancellation and Refund Policy for Conferences

- i. All cancellations or alterations to registration must be made via an email to info@slansw.net.au
- ii. Cancellations received more than 7 days before the conference date will receive a refund less 10% of the total registration charge.
- iii. Cancellations received within 1-7 days of the conference date will receive a refund less 25% of the total registration charge.
- iv. No refunds will be given for cancellations on the day of the conference.
- v. All refunds will be paid within 7 days after the conference event.
- vi. Registrations can be transferred to other individuals at no cost (in the same registration category) up until 3 days before the conference date.

B. Cancellation and Refund Policy for Online Meet-ups

- i. Notification of non-attendance must be made via an email to info@slansw.net.au before the commencement of the online meet-up.
- ii. No refunds will be given for non-attendance at online meet-up events.
- iii. A non-member who has registered and paid to attend an online meet-up finds they are unable to attend will be given access to the recording of the online meet-up within 7 days after the event.
- iv. Registrations can be transferred to other individuals at no cost up until 1 day before the online meet-up event.