



# 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](mailto: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 cancellations will be accepted on the day of the conference.
- v. No refunds will be given for cancellations on the day of the conference.
- vi. All refunds will be paid within 7 days after the conference event.
- vii. 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](mailto: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. If a non-member who has registered and paid to attend an online meet-up finds they are unable to attend, they 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.

### **C. Cancellation and Refund Policy for Blended PL Events**

- i. A blended professional learning event refers to an event where registrants are given the choice to attend an event as either:
  - (a) a face-to-face participant (at a conference venue)

OR

  - (b) an online participant (via SLANSW's online Zoom room).
- ii. All cancellations or alterations to registration must be made via an email to [info@slansw.net.au](mailto:info@slansw.net.au)
- iii. Cancellations received from either face-to-face or online participants more than 7 days before the event date will receive a refund less 10% of the total registration charge.
- iv. Cancellations received from face-to-face participants within 1-7 days of the event date will receive a refund less 25% of the total registration charge.
- v. Cancellations received from online participants within 1-7 days of the event date will receive a refund less 10% of the total registration charge.
- vi. No refunds will be given for cancellations on the day of the event.
- vii. All refunds will be paid within 7 days after the event.
- viii. Registrations can be transferred to other individuals at no cost (in the same registration category) up until 3 days before the event date.
- ix. Due to the unprecedented and evolving COVID-19 global pandemic, if the face-to-face component of a blended PL event has to be cancelled due to COVID-19 impacting on the event venue, SLANSW reserves the right to move the entire event to online participation only (as per (b) in C i.). SLANSW will automatically reimburse the catering costs paid by all face-to-face registrants, and re-register them as an online participant (as per (b) in C i.).

Approved by: SLANSW Management Committee  
Contact person: Executive Officer [info@slansw.net.au](mailto:info@slansw.net.au)  
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