

Refund & Cancellation Policy for AARE events

This refund policy is for AARE events, excluding the AARE Annual Conference which has its own refund policy. It is important that you ensure that you register for the event(s) that you would like to attend. If you would like to seek some assistance before you finalise your registration for an event please contact AARE via email (aare@aare.edu.au) or phone 0499338835). Refunds are not available if you simply change your mind. However, if your circumstances change, please contact AARE to amend your registrations for your selected event(s).

Should your circumstances change and you are unable to attend an event, you must contact AARE no later than 30 days prior to an event. A cancellation fee of 10 percent will apply to cover costs incurred in relation to the cancellation. If you cancel less than 30 days prior to the start of an event no refund will be available. In certain circumstances, AARE will allow for replacement persons to attend in place of the person who initially registered and paid for the event. To confirm this please contact the event organizer.

AARE will refund any fees paid to AARE as a result of amending your registration and/or associated requirements, after taking into consideration this cancellation policy, within 14 business days of receiving a refund request. Credit card charges are non-refundable. Refunds will only be processed to the credit card or bank account of the individual, organisation or institution from which the payment was received. Should payment have been via cheque you will be contacted to confirm your current mailing address, and a cheque will be mailed to you.

Where an event has to be cancelled or postponed due to unforeseen circumstances, AARE will endeavour to process a full refund within 14 days of such notification being made.

Any event that has accommodation booked, either by the participant or by an AARE representative will that of the individual cancellation and refund policy of the accommodation venue.

Policy version 1.0

Updated: 2018