
Registration Cancellation and Refund Policy

1. PURPOSE

To clarify FIA's event registration cancellation and refund procedures.

2. SCOPE

This policy covers all FIA professional development events.

3. DEFINITIONS

Administration Fee: A fee deducted from a refund. It covers handling by staff to process registrations and all bank fees associated with the transfer.

4. POLICY STATEMENT

- 4.1 FIA reserves the right to alter any of the arrangements for any event as published, either before or during the event and to cancel or terminate the event, or to refuse an enrolment as permitted by law.
- 4.2 FIA does not accept responsibility for any costs, charges or fines incurred by delegates in the process of attending an event.
- 4.3 Only individuals who are registered and wear a name badge may attend an FIA event.
- 4.4 Prices for FIA events are as advertised. No further discounts are available.
- 4.5 **Payment of a registration**
 - a) Fees are payable prior to the commencement of the event. If payment has not been received attendance will not be permitted.
 - b) Member rates are only available to financial members of FIA for the current membership year. Eligibility is based on FIA's member database.
 - c) Where an Earlybird discount is advertised Payments for Earlybird registrations must be received no later than close of business on the closing date advertised. If Earlybird fees have not been received by FIA by the closing date full rates apply.
 - d) Registrations by EFT and cheque will not be processed until payment has been received. If payment is received after closing dates outlined above additional fees will apply.
 - e) FIA reserves the right to refuse attendance to individuals who have not paid in full for their registration.

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4.6 Transferring registrations (unless otherwise specified)

- a) Full registrations can be transferred provided that any additional charges are paid at the time of transfer (e.g. Members transferring registration to a non-member), and that FIA is notified in writing prior to the commencement of the event.
- b) Pre-event Substitutions are permitted **only** with the prior agreement of FIA. Requests for substitution must be made in writing to training@fia.org.au
- c) Substitutions made on the day of the event require written permission from the original delegate and prior payment must be made for any additional charges incurred.
- d) Delegates are not allowed to share a registration – one registration per delegate. FIA reserves the right to advertise a shared registration in conjunction with a specific event. Only when advertised does it apply.

4.7 Conference

FIA's Fundraising Conference is held annually.

<i>Registration Cancellation</i>	<i>Refund Policy</i>	<i>Administration Fee</i>
Thirty (30) working days prior to event	Full refund less administration fee	20% of the original registration fee
Within thirty (30) working days prior to event	No refund except in exceptional circumstances at FIA's sole discretion, less administration fee where refund is applicable. Email training@fia.org.au	20% of the original registration fee when a refund is applicable

Conditions specific to registering for an FIA Conference

- a) Full registrations and payment must be received by **Close of Business one (1) week prior to Conference.**
- b) Registration fees do not include insurance of any kind. It is strongly recommended that at the time you register for the conference and book your travel that you take out an insurance policy of your choice to cover any eventuality. The policy should include loss of fees/deposit through cancellation of your participation in the conference, or through cancellation of the conference, loss of air fares through

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cancellation for any reason, loss of tour monies through cancellation for any reason including airline or related services strikes within Australia, Force Majeure or any other reason, medical expenses (including sickness and accident cover), loss or damage to personal property, additional expenses and repatriation should travel arrangements have to be altered. FIA cannot take any responsibility for any participant failing to arrange their own insurance. Should Conference be cancelled, FIA's costs will be paid from delegate registration fees. Any remaining monies from the delegate registration fees will be refunded to delegates following cancellation.

- c) All accommodation bookings should be made by the delegate.
- d) Registrant's contact details (name, organisation, business email, business postal address) will be provided to other delegates, sponsors and exhibitors unless registrant selects otherwise on the registration form.

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4.8 Certificate in Fundraising

The Certificate in Fundraising is a three module face-to-face learning course held around Australia at different times throughout the year.

<i>Registration Cancellation</i>	<i>Refund Policy</i>	<i>Administration Fee</i>
More than ten (10) working days prior to event	Full refund less administration fee	20% of the original registration fee.
Within ten (10) working days prior to event	No refund except in exceptional circumstances at FIA's sole discretion, less administration fee where refund is applicable. Requests for refund must be received in writing during FIA office hours, send to training@fia.org.au	20% of the original registration fee when a refund is applicable.
After completion of Module One and beyond	The FIA Certificate in Fundraising is not designed as a 'hop-on, hop-off' course. Signing up for Module One shows intent to complete all three modules. Attendees can transfer (see below) otherwise refer to policy within ten (10) working days prior to event.	20% of the original registration fee when a refund is applicable.

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<i>Registration Transfer</i>	<i>Refund Policy</i>	<i>Administration Fee</i>
More than ten (10) working days prior to event	One (1) transfer to the next intake is permitted free of charge. Attendees must sign up for the next intake and complete the course therein. Requests for transfer must be received in writing during FIA office hours, send to training@fia.org.au	N/A
Within ten (10) working days prior to event	Attendees may transfer to the next intake at a 10% administration fee charge. Attendees must sign up for the next intake and complete the course therein. Requests for transfer must be received in writing during FIA office hours, send to training@fia.org.au	10% of the original registration fee.
Transfer Options	FIA offers attendees one (1) complimentary transfer into the next intake (as detailed above). Any transfers thereafter will incur a cost. Requests for transfer must be received in writing during FIA office hours, send to training@fia.org.au	10% of the original registration fee for each transfer (after the first complimentary transfer).
Transfer Conditions	<i>Attendees transferring to future courses must complete</i> the course within 12 months of the original start date. Attendees failing to complete the course within 12 months will have their registration forfeited.	

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4.9 Online Fundraising Essentials, Certificate in Fundraising and Diploma in Fundraising

The Online *Fundraising Essentials*, *Certificate in Fundraising* and *Diploma in Fundraising* allows you the freedom for self-paced, flexible study over a specified access period.

Conditions specific to registering for online courses

- a) Course fees must be paid in full, prior to course commencement.
- b) Course must be completed within the specified time frame.

Online access starts as soon as you log in for the first time. Access to all online materials will expire after the specified access period unless prior arrangements have been made through FIA.

Should extended online access be required, additional fees will apply.

Course	Access Period
Fundraising Essentials	3 months
Certificate in Fundraising	6 months
Diploma in Fundraising	12 months

Refer to the prospectus or student guide for extension policy.

Course Fees

By enrolling and paying your registration fee, you are committing to a place in the course. On acceptance of your registration, your place in the course will be confirmed, and payment will be processed before commencement.

Refund Policy

Only under exceptional circumstances and on a case-by-case basis will requests for withdrawal or cancellation be considered, once payment has been made.

In the event a student does need to withdraw from the online course prior to gaining online access and starting the course, a full refund minus the administration charge of \$125 will be approved.

No refund is offered once online access has been established and the course started.

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Should a student withdraw from an online once starting, for any reason, **no substitute or replacement** student can join in their place.

All requests are to be made in writing and emailed to the FIA Education and Training Team at training@fia.org.au.

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4.10 Short Courses or National Masterclasses

Short Courses and National Masterclasses are held around Australia at different times throughout the year.

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More than ten (10) working days prior to event	Full refund less administration fee Credit Notes: Attendees can request a credit (rather than refund) for their short course/masterclass payment. The credit can be used for any of FIA's courses within six (6) months of issue. After six months the credit will expire.	20% of the original registration fee
Within ten (10) working days prior to event	No refund except in exceptional circumstances at FIA's sole discretion, less administration fee where refund is applicable. Requests for refund must be received in writing during FIA office hours to training@fia.org.au .	20% of the original registration fee when a refund is applicable
Non-attendance	If you fail to attend the Short Course or Masterclass you are enrolled in, your full registration fee will be forfeited.	100% of registration fee forfeited.

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4.11 Executive Education – FIA & AICD Governance Foundations for Not-for-Profit Director Program

<i>Registration Cancellation</i>	<i>Refund Policy</i>	<i>Administration Fee</i>
Up to and including 6 th April 2018	Full refund less administration fee	20% of the original registration fee
From 7 th April 2018	No refund except in exceptional circumstances at FIA's sole discretion, less administration fee where refund is applicable. Email training@fia.org.au	20% of the original registration fee when a refund is applicable

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4.12 State and Territory Events

Local Events consist of any locally run event, usually less than four (4) hours in duration.

<i>Registration Cancellation</i>	<i>Refund Policy</i>	<i>Administration Fee</i>
Four (4) working days prior to event	Full refund less administration fee	20% of the original registration fee
Within four (4) working days prior to event	No refund except in exceptional circumstances at FIA's sole discretion, less administration fee where refund is applicable. Requests for refund must be received in writing during FIA office hours to training@fia.org.au	20% of the original registration fee when a refund is applicable

4.13 eLearning Short Courses – Business Skills Online

eLearning Short Courses are FIA's range of online personal effectiveness courses. Upon registration for the course, you will be given three months in which to complete it. The course must be completed within this time frame; no exceptions will be made and no refunds will be given.

You may transfer to another eLearning Short Course, however, you cannot do this after beginning the course. All changes (including cancellation) must be made prior to beginning a course.

What support is available if I encounter any problems?

If you have any problems, email us at info@nelsoncroom.co.uk or give us a call on 020 7582 3309.

What do I do if I can't access a course I have purchased?

If you are having problems accessing your course(s) email us at info@nelsoncroom.co.uk or give us a call on 020 7582 3309.

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What computer set up do I need to access the courses?

accountingcpd.net courses are designed so that you DON'T need any special computer set up, downloads or plug ins. All you need to access the courses is a computer with internet access.

I can't log on, where do I go for help?

Email us at info@nelsoncroom.co.uk or give us a call on 020 7582 3309.

I'm experiencing technical difficulties, where do I go for help?

Email us at info@nelsoncroom.co.uk or give us a call on 020 7582 3309.