

## **Refund & Cancellation Policy for PSA**

This refund policy applies to all PSA events and membership, excluding the PSA Annual Convention which has its own refund policy. If you would like some assistance before you finalise your registration for an event, please contact PSA via email (admin@professionalspeakers.org.au).

### **1. PAYMENT**

1.1. Payment for any PSA event or membership must be made prior to the commencement date unless prior written and agreed arrangements with PSA have been made.

1.2. All fees and charges are payable in Australian dollars (\$AUD), via online payment gateway at time of registration.

1.3 In some circumstances, and at PSA's absolute discretion, an invoice may be raised for attendance at an event or membership application. The fees on the invoice must be paid prior to the event date or commencement of PSA membership.

1.4. Non-payment of monies owing will result in cancellation of an enrolment and may impact your PSA membership, as per the PSA Constitution.

### **2. CANCELLATION OF AN EVENT BY PSA**

2.1 While every effort is made to create an exceptional member and guest experience, circumstances beyond our control may mean that changes occur.

2.2 PSA reserves the right in our absolute discretion and without further liability to cancel any program or event.

2.3 In the event of a cancellation or change of date, speaker or program by PSA, the change will be posted to the website and registrants will be notified by email, text or telephone call as soon as practical. Registrants will be entitled to a full refund or transfer to the new event date. No travel related or other consequential expenses will be reimbursed. 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.

2.4 PSA reserves the right to change the date, speakers or program from that as advertised.

2.5 In relation to online/virtual events, PSA take no responsibility for technical errors, power outages or other circumstances that may have prevented the registrant from attending the online/virtual event and no refunds will be issued in these instances. All PSA virtual events will be recorded, and registrants will receive a post-recording link.



### **3. YOUR RIGHT TO CANCEL AND ENTITLEMENT TO A REFUND**

- 3.1 Refunds are not available if you simply change your mind. We strongly suggest you carefully consider your choice of events and programs prior to making your payment.
- 3.2 If you need to cancel because your circumstances have changed, or because you are ill, please contact PSA to amend your registrations for your selected event(s). Should your circumstances change, and you are unable to attend an event, you must contact PSA no later than 7 days prior to an event. Special consideration may be granted for cancellations made within 7 days of an event due to illness or other exceptional cases, however this is at the discretion of PSA and our team request you contact them as soon as possible.
- 3.3 For all PSA programs, cancellation requests must be received 14-days prior to the program commencement date in order to have your fees refunded in full. Any requests received up to 14 days prior to the program commencement date will not be refunded. No refunds will be issued once the program has commenced.
- 3.4 If a refund is due, PSA will refund any fees paid to PSA as a result of amending your registration and/or associated requirements, after taking into consideration this cancellation policy, within 7 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.

### **4. PSA MEMBERSHIP REFUNDS AND CANCELLATIONS**

- 4.1 Membership Fees on Discontinuance  
Any Member ceasing to be a member, irrespective of member or PSA determination:
  - (a) Will not be entitled to a refund of their Annual Subscription or other membership fees paid by the discontinued Member unless Board otherwise agrees in writing;
  - (b) Will remain liable for and will pay any other monies owing to the Company which are due at the date of discontinuance.

Policy version 1.0 2023\_Cancellation & Refund Policy

