



SAA_12_CTC	Cancellation & Refund Terms & Conditions	POLICY
Applies to: External Stakeholders, Health Consumers and Members		Version: 1
Specific responsibility: Executive Director		Date approved: 2018
		Next review date: 2020
Policy context: This policy relates to <i>HCC Strategic Plan 2017-2020</i>		
Standards or other external requirements	Government of WA_ Department of Mines, Industry Regulation and Safety: Consumer Protection	
Legislation or other requirements	<i>Incorporated Associations Act 1987</i> Australian Charities and Not for Profit Commission (ACNC)	
Contractual obligations	WA Department of Health	

POLICY STATEMENT

The Health Consumers' Council ("HCC") is an independent community-based organisation, representing the 'voice' of Western Australian (WA) consumers in health policy, planning, research and service delivery. The HCC is committed to facilitating genuine health consumer consultation and engagement to inform better, more accessible health care which:

- acknowledges and includes the diversity of the community;
- partners with health consumers as primary stakeholders; and
- respects and protects human and legal rights.

The following terms and conditions apply to all registrations made online, over the phone, in person or via email. As part of the HCC's commitment to ensure optimum availability of services for health consumers of WA, you must not make any booking unless you understand and agree with the following terms and conditions outlined in this policy.



1. CANCELLATION, WITHDRAWALS & REFUNDS

Withdrawals and requests for refunds must be received in writing and can be submitted to info@hconc.org.au. The following terms apply to customers wishing to cancel or withdraw from their event/workshop registration;

- 100% refund for more than 28 days' notice,
- 50% refund for less than 28 days' notice,
- Fees will not be refunded for cancellations the day before, on the day of the event or for non-attendance.
- Full refunds apply in the unlikely event the workshop/ event is cancelled by the Health Consumers Council WA.

2. PROGRAM AMENDMENTS

Although every effort will be made to keep presentations as represented, HCC reserves the right to make any necessary changes to the program including cancelling the event where required. No liability is assumed by HCC for changes in program date, content, speakers or venue.

3. HCC EVENT CANCELLATION

Although every effort will be made to keep events as scheduled, HCC reserves the right to cancel any event, workshop, training or conference for any reason and will not be responsible for airfare, hotel or any other costs incurred by registered attendees.

4. GUARANTEE

If you are not satisfied that an event did not deliver the stated outcomes, write to HCC within one week after the event and, subject to the discretion of the Executive Director, your registration fee will be refunded.

5. SUBSTITUTIONS

Registered delegates may be substituted at no extra charge. Please notify us in writing at least 48 hours prior to the conference via email info@hconc.org.au and quote your invoice number to arrange this.

Delegates may not "share" a pass between multiple attendees without prior authorisation.



6. PAYMENT TERMS

Full payment must be received within 7 days of receipt of the invoice. To qualify for early bird discounts, your registration must be 'booked and paid' by the early bird date specified

7. PHOTOGRAPHY DURING EVENTS

Photos of attendees at HCC events may be used in our marketing materials. If you do not want your image used in our marketing materials, please advise us in writing.

8. LIMITATION OF LIABILITY

HCC is not liable in any way whatsoever to any person or organisation for any loss, damage, liability, cost or expense incurred either directly or indirectly as a result of attending HCC events.

9. CONFIDENTIALITY

HCC may collect personally identifiable information, such as your e-mail address, name, home or work address or telephone number. HCC may also collect anonymous demographic information, which is not unique to you, such as your postcode, age, gender, preferences and interests.



HCC does not use or disclose sensitive personal information, without notice, only if required to do so by law or in the good faith belief that such action is necessary to:

- (a) protect and defend the rights or property of HCC; and,
- (b) act under exigent circumstances to protect the personal safety of users of HCC, or the public.

Information and data entered by a consumer online when registering for a HCC event, will be confidential to the password holders for that account. However, HCC reserves the right for its authorised staff and web developer to view an account and its contents when notified of a specific problem with the display of data in that account for the purposes of resolving the problem. HCC encourages you to review the Privacy Policy for further information.



DOCUMENTATION

Documents related to this policy	
Related policies	<p>ORG_04_M_Membership Policy</p>  <p>ORG_04_M Membership Policy.doc</p> <p>ORG_07_P_Privacy Policy</p>  <p>ORG_07_P_Privacy.d ocx</p> <p>HCC Rules \\10.16.160.11\shared\CONSTITUTION\HCC Rules 2017 UPDATED 171108.pdf</p>
Forms, record keeping or other organisational documents	<p>CRM/Marketing/Events</p> <p>https://hconc.crm6.dynamics.com/main.aspx#367492245</p>

Reviewing and approving this policy		
Frequency	Person responsible	Approval
Every 2 years	Executive Director	Board

Policy review and version tracking			
Review	Date Approved	Approved by	Next Review Due
1	9/3/18	Executive Director	9/3/20
2			
3			