

Member Refund and Cancellation Policy

Membership fees, once paid and processed, are not refundable other than in exceptional circumstances. Applications for refund must be made in writing to the Executive Officer, setting out the exceptional circumstances claimed. All applications will be considered by the Executive Officer on a case-by-case basis and the Executive Officer's decision on each case will be final. Refund of membership fees will incur an administrative fee of \$50.00 (inclusive GST), which will be deducted before membership fees are refunded.

Where an error has been made by TSANZ or a banking facility which results in an overpayment being made, TSANZ will, in consultation with the member, refund via the banking facility the overpayment, or alternatively by cheque or direct transfer for the full amount of the overpayment.

Refund of Workshop or Event Registration Fees

TSANZ will not refund registration fees for cancellations, unless there are exceptional circumstances. All applications will be considered by the Executive Officer on a case-by-case basis and the Executive Officer's decision on each case will be final.

Refund of registration fees will incur an administrative fee of \$50.00 (inclusive GST), which will be deducted before registration fees are refunded.

The TSANZ reserves the right to cancel or postpone any event due to insufficient registrations or other unforeseen circumstances. If an event is cancelled or postponed, the TSANZ will refund registration fees in full but cannot be held responsible for other costs, charges, or expenses, including cancellation/change charges by airlines or travel agencies