



## **IPAA SA Terms and Conditions**

Full Payment is required within fourteen (14) days of registration. Full payment must be received prior to attending a course. If registration has been made within fourteen (14) days of the date of the course an email is required stating approval from the authorised officer, and when payment is to be received. IPAA reserves the right to refuse entry to the training session if full payment or authorisation has not been received.

All cancellation requests must be submitted via e-mail to [registrations@sa.ipaa.org.au](mailto:registrations@sa.ipaa.org.au).

Registrations may be cancelled up to five (5) working days prior to the commencement of the program and cancellations will incur a processing fee of 20%.

Cancellations received within five (5) working days prior to the commencement of the program will not be refunded.

Registrations received within five (5) working days prior to the commencement of the program are non-refundable.

Non-attendance will result in a non-refundable charge of the full program fee.

Should the original delegate be unable to attend, a substitute may be nominated in writing prior to the commencement of the program.

While IPAA SA endeavours to deliver all programs on their advertised dates, it reserves the right to postpone or cancel them. In such circumstances, all registered participants will be given the option either to receive a refund or to transfer to the program's next available date.

Any participant who requests to transfer to a later program can do so free of charge once only, provided written notification is sent to [registrations@sa.ipaa.org.au](mailto:registrations@sa.ipaa.org.au) no later than fourteen (14) days prior to the start of the program. If the participant is again unable to attend after having already been transferred once and no substitute is nominated, the booking will be cancelled and any fees paid will not be refunded. To register for the same program again, the participant will have to cover the full cost.

GST is exempt on some courses within the program.

IPAA SA reserves the right to amend its cancellation policy at any time and will update all documentation and processes accordingly.