

EVENT REFUND POLICY



PURPOSE

The purpose of this Policy is to:

- Outline the guidelines for refund requests related to events organised by the Seventh-day Adventist Church (North New South Wales Conference).
- Establish fair and consistent procedures for participants seeking refunds for event registrations and fees.

SCOPE

This policy relates to Event Participants by the Seventh-day Adventist Church (North New South Wales Conference).

1. ELIGIBILITY FOR REFUNDS

1.1 Full Refunds

1.1.1 Event Cancellation

In the event that the Seventh-day Adventist Church (North New South Wales Conference) cancels an event, participants will be eligible for a full refund of their registration fees.

1.2 Partial Refunds

1.2.1 Participant Withdrawal

Participants who withdraw from an event before a specified deadline (as communicated in event materials) may be eligible for a refund of up to 90%.

1.2.2 Unforeseen Circumstances

If a participant is unable to attend an event due to unforeseen circumstances (e.g., medical emergencies, family emergencies), Seventh-day Adventist Church (North New South Wales Conference) may consider partial refunds on a case-by-case basis.

2. REFUND REQUEST PROCESS

Participants seeking a refund must follow the established refund request process:

2.1 Submission

Refund requests must be submitted in writing to the Personnel from the relevant department within the specified time frames below:

- If contact is made before the registration closure date a 90% refund can be obtained.
- If contact is made after the registration closure date a 50% refund can be obtained.



- If contact is made 14 days before the event no refund will be available - (with the exception of illness accompanied by a doctor's certificate or evidence of unforeseeable circumstances that prevents the person from attending) which will allow the participant to receive 50 % refund.

2.2 Required Information

Refund requests should include the participant's name, contact information, event details, and a brief explanation of the reason for the refund request.

2.3 Review

The Personnel from the relevant department will review refund requests and respond within 30 days to inform participants of the decision.

3. NON-REFUNDABLE SITUATIONS

Certain situations may be deemed non-refundable, including:

- Participant's failure to attend without prior notice & without valid exception reasons.
- Participant's violation of Seventh-day Adventist Church (North New South Wales Conference)'s code of conduct during the event.

4. DONATIONS


Any portion of event fees designated as a donation is non-refundable.

POLICY REVIEW

This policy will be periodically reviewed and updated as needed to ensure that it remains relevant and effective.

The Seventh-day Adventist Church (North New South Wales Conference) reserves the right to make changes to this policy at any time.

Endorsement – This policy was approved by the North New South Wales Executive.

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Related Documents	<ul style="list-style-type: none"> • Terms and Conditions of the event

