



Education Cancellation, Refund and Catering Policy

COURSE CANCELLATION AND REFUND POLICY (IN-PERSON AND ONLINE COURSES):

1. A full refund will be provided to any course registrant who cancels their attendance at any in-person or online NSWNMA course with greater than two working days (48 hours) notice. For this Policy working days are considered as being Monday to Friday.
2. Cancellations made less than two working days (48 hours) prior to commencement of an in-person education session are not eligible for a refund or course credit.
3. The NSWNMA cannot accept responsibility for changes in work release or personal circumstances.
4. Non-attendance at in-person or online courses are not eligible for a refund or course credit.
5. **COVID-19:** If you test positive to COVID-19 or have cold or flu-like symptoms please do not attend education sessions. A full refund will be provided in these circumstances provided cancellation is made *prior* to the commencement of the session.
6. Cancellation of attendance at in-person and online courses can be made via telephone (during business hours) to 1300 367 962 or via email at any time to education@nswnma.asn.au.
7. The NSWNMA reserves the right to cancel or postpone any course at any time or for any reason as determined by the General Secretary. All reasonable efforts will be made to contact course registrants prior using the contact details available from the event registration form / membership database.
8. Students paying for travel and/or accommodation are advised to obtain travel insurance to cover potential losses in the event of a course cancellation.
9. Where the NSWNMA cancels a course, a refund will be made for the full course fee. An offer of a transfer to another course will also be made if available.
10. Refunds will be processed within seven (7) days of the refund request.
11. Once the NSWNMA has processed a refund it may then take a number of days to be returned to the originating account. The NSWNMA takes no responsibility in this timeframe.



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12. The NSWNMA is obliged to charge GST on all courses. The listed course price includes 10% GST.

CATERING POLICY:

1. The NSWNMA will do its utmost to cater to all dietary requests provided the request is made within a defined timeframe (refer below).
2. The NSWNMA cannot accept responsibility for any offsite venues inability or failure to cater for specific dietary requests.
3. Where an offsite venue is unable to cater for specific dietary requests, we will endeavour to communicate this to the course registrant prior (assuming the NSWNMA is advised by the hosting venue).
4. For events held at the NSWNMA offices in Waterloo, specific dietary requests cannot be catered for if requested 3 working days or less prior to an event.
5. For events held at all offsite locations, specific dietary requests cannot be catered for if requested 7 working days or less prior to an event.

For any enquiries regarding cancellations, refunds and catering, please contact education@nswnma.asn.au.

Endorsed by S.Candish, General Secretary, NSW Nurses and Midwives' Association