

Cairns Business Women's Club
REFUND/CANCELLATION POLICY

Authorised by: Board Members

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1. INTRODUCTION

The Board of the Cairns Business Women's Club is committed to ensuring the satisfaction of its members. Any requests regarding refunds, exchanges, transfers, or return of goods/services must be made via email to info@cbwc.org.au.

2. PURPOSE

The purpose of this document is to provide a framework for the Cairns Business Women's Club (CBWC) to deal with refunds, transfers, and cancellations.

3. POLICY

The Cairns Business Women's Club recognises the right of individuals to request a refund, transfer, or exchange. If approval is granted by the Board of the CBWC, refunds or cancellations will be reimbursed via:

- cheque
- a bank account;
- a credit card or
- a debit card

No cash refunds are permitted.

Persons requesting repeated refunds, transfers, cancellations, or exchanges may be stopped from making any further bookings, purchases, or obtaining services from the Cairns Business Women's Club.

4. MEMBERSHIP REFUND/CANCELLATION BY CBWC

- The Board of the Cairns Business Women's Club reserves the right to refuse or cancel an individual or corporate membership to the Cairns Business Women's Club at any time.
- If Cairns Business Women's Club rejects a new or renewing membership, the individual or the organisation will receive a full refund within seven (7) days of notification.

5. MEMBERSHIP REFUNDS/CANCELLATION BY PARTICIPANT

- Membership fees for corporate or individual members are not eligible for a refund.
- Individuals cannot transfer their membership to another individual.
- The transfer of membership shall only apply to persons listed under corporate membership as described in the Cairns Business Women's Club Corporate Membership Policy
- A request for a transfer of a Corporate Membership must be made by a member of the organisation via email to info@cbwc.org.au.

6. EVENT REFUND AND/OR CANCELLATION BY CAIRNS BUSINESS WOMEN'S CLUB

The Cairns Business Women's Club reserves the right to;

- Cancel an event due to low attendance or other circumstances which would make the event unviable. If an event is cancelled the individual or organisation will receive a full refund within seven (7) days of notification.
- Postpone an event. If this occurs, the individual or organisation will either – –
 - Be issued a full refund within seven (7) days of notification or
 - Their registration will be transferred to the same event at a new, future date.

7. PARTICIPANT - EVENT REFUND/TRANSFER

- Refunds will not be available under any circumstances for anyone who has booked and paid for an event and chooses not to attend or is unable to attend the event.
- An individual or organisation may transfer the financial value of their registration for an event to another person who will take their place at the designated event.
- The monetary value for a specific event cannot be transferred to another CBWC event.

The above policies apply to all Cairns Business Women's Club events unless otherwise noted in event advertising material.

8. GOODS AND PRODUCT REFUNDS/RETURNS

- The return of goods purchased directly from the Cairns Business Women's Club will require prior approval from the Board of the Cairns Business Women's Club.
- Within thirty (30) days of return of goods, the Club may replace, substitute, or repair, (at the Board's discretion), any product that is deemed defective, damaged, or faulty.
- Products provided/sold by Cairns Business Women's Club partners, including, but not limited to - sponsors, prize donors, and any other affinity programs are subject to the return policy of the partner.
- Products such as software or are downloaded from any Cairns Business Women's Club website or other media (CD ROM, Memory Drives, etc) are non-refundable.
- Shipping and handling charges are non-refundable.