

## ***Cancellation Policy***

All cancellations must be made in writing to Strata Community Association (NSW) Education Team via [email](#) at least ten (10) business days before the event. If payment is not received, we hold the right to cancel the registration.

Please note the cancellation policy is required to cover venue and catering costs.

If you do not put your cancellation in writing, it will not be acknowledged.

SCA (NSW) reserves the right to cancel training due to unforeseen circumstances and/or if minimum course numbers are not reached. Students will be offered a full refund for any fees paid toward the cancelled training or have the fees credited towards a future training event.

## ***Refund Policy***

### **Face-to-Face Training**

Refunds will be honoured if we have received written confirmation of non-attendance at least ten (10) business days prior to the event. Cancellations received less than ten (10) business days prior to an event are not eligible for a refund, however we are able to offer a fee credit to another session within the current financial year.

### **Direct (Distance) Training**

Refunds will be honoured if we have received written confirmation of non-attendance at least ten (10) business days prior to course materials being issued. No refunds apply after training material has been sent. We are able to offer the fees credited to a future training date.

### **Online Training**

For online training (CPD Online), a full refund will apply for cancellations made prior to the access details being issued. No refunds apply after access to online training has been provided.

### **Webinars**

Cancellations must be received no later than 24-hours before the scheduled webinar date/start time and are permitted to move once only to another and no refunds are provided. Cancellations received less than 24-hours before the scheduled webinar date/start time and/or after access details have been provided whichever occurs first will not be rescheduled nor will not be refunded.

## ***Suit Casing Policy***

SCA (NSW) has a no-tolerance policy regarding 'suit casing'. Which describes the practice of non-sponsoring or exhibiting companies or individuals promoting business at its convention and other events including trade areas, in aisles or in the lobbies, and/or representing their services or soliciting conference participants for conflicting social activities. Distribution and/or display of commercial literature are restricted to the trade display areas by participating exhibitors only. Unauthorised literature and signs are prohibited. Violators of this policy will be ejected from the convention and event and will be charge the single-display booth rate. Should members experience persons acting contrary to this policy, please bring it to the attention of the SCA (NSW) secretariat.

## ***Privacy Statement***

In registering for this event relevant details may be incorporated into a delegate list for the benefit of all delegates (name, organisation and email address only), and may be made available to parties directly related to the event including SCA (NSW), our database, venues, speakers, and key sponsors (subject to strict conditions).