



Policy

**Fees, Charges &  
Refunds**

## **PURPOSE**

Through this policy, VPNG ensures that all individuals and organisational clients are aware of the fees and charges associated with membership and/or registration to a VPNG event. This policy also provides guidelines for the eligibility of refunds.

VPNG ensures the protection of all fees and aims to provide clear and accessible information to members and organisational clients about fees and charges prior to and throughout their membership and/or registration to a VPNG event.

## **INFORMATION ABOUT FEES AND CHARGES**

Membership fees will be established and reviewed by the VPNG Board of Directors on a yearly basis. Individuals seeking membership with VPNG are advised of all fees and charges associated with their membership.

The information provided to each member will include:

- The total amount of all fees, administration fees and any other charges.
- Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and administration fees.

Individuals seeking membership with VPNG must read and understand this Fees, Charges and Refunds Policy before accepting membership.

## **METHODS OF PAYMENT**

Payment can be made through the TidyHQ system or credit card.

Annual membership fees are withdrawn automatically via TidyHQ.

## **OPTING OUT**

Members may choose not to have their membership fees automatically withdrawn each year. Renewal of membership and continuity of service therefore rests on the member. Membership renewals are sent via email as long as the member has 'subscribed' to the email service.

### **Membership Cancellation:**

Members wishing to cancel their membership after their membership renewal date (when funds are automatically deducted from their nominated bank account) must put a request in writing for a refund to [enquiries@vpng.org.au](mailto:enquiries@vpng.org.au) within one (1) month of their renewal date. They will then be entitled to a full refund. Requests made outside of this period will not be eligible for a refund.

## **REFUNDS**

### **Event Cancellation:**

If an event is cancelled by VPNG, all registered individuals and clients will have the option of being transferred to a later course/event, or having a full refund of monies paid.

An administration fee of 10% of the total fee will be applied to cover the costs of processing the refund, or as indicated on specific event brochure. Individuals/organisations will be contacted to arrange the manner of the refund.

Refunds will be transferred into a nominated account within 15 business days.

### Unavoidable Occurrences:

Should the event be cancelled or delayed through no fault of the Organisers, the Venue Manager or the Sponsors, including but not limited to fire, flood labour disputes, natural disasters, acts of God, civil disorders, riots, insurrections, work stoppages, slow-downs or disputes, or other similar events, then the registrants shall not be entitled to any refund or to claim for any loss of damage.

### Event Withdrawal:

Individuals or clients who wish to withdraw from an event must notify VPNG prior to the event date via email to [enquiries@vpng.org.au](mailto:enquiries@vpng.org.au). Individuals or clients who have not provided written advice of withdrawal within the time specified are not eligible for consideration of a refund.

The individual or client must formally advise VPNG as per the information provided on event brochures. This information specifies a minimum number of calendar days before the scheduled event for which a withdrawal will be considered. An administration fee of 10% of the total fee will be applied to cover the costs of processing the refund. Individuals / organisations will be contacted to arrange the manner of the refund. Individuals who withdraw from an event with less than 7 calendar days notice from the scheduled event date will not receive a refund. Exceptional circumstances may be considered by the Executive Directors.

### Circumstances Not Usually Regarded As Grounds For A Refund Include:

- Change of mind.
- Change in work hours.
- Inconvenience.