

## **CENA Deposit, Refund, Transfer and Cancellation Policy**

The College of Emergency Nursing Australasia (CENA) *Refund, Transfer and Cancellation Policy* applies to events and promotions organised by CENA or CENA Trauma Nursing Program (TNP). Throughout this policy, 'CENA events' includes all CENA and CENA TNP events and courses. The policy applies to all cancelled CENA events, and **registrants** for CENA events who:

- apply for a CENA event,
- withdraw from a CENA event
- transfer to other CENA event
- request a refund for a CENA event

Withdrawing from a CENA event close to commencement date affects every person engaged in the event. Changing or withdrawing from an event should be considered a last resort.

Registering for a CENA event implies full acceptance of the following conditions.

### **1.0 Deposits and event fees**

1.1 Upon registering for a CENA event, a 20% deposit is to be made to secure the booking. This fee is a non-refundable administration fee. The fee may be transferred to another CENA event held in the following 12-month period, if none of the following exclusion criteria apply.

1.2 Eight (8) weeks prior to the commencement of a CENA TNP event, the full event fee must be paid. If the full fee is not paid, and no written request to transfer to another event date has been made, the administration fee will be void.

### **2.0 Refunds**

A **refund will only be paid** where written notice is provided eight (8) weeks prior to the event commencement date, and no course materials have been posted. *Refund = registration fee less 20% administration fee*

Special circumstances and event transfer may be considered on application to the CENA event coordinator, and must be received in writing to [national@cena.org.au](mailto:national@cena.org.au) or [cenatnp@cena.org.au](mailto:cenatnp@cena.org.au) before the event commencement date.

2.1 A **refund will not be paid** in the following circumstances:

- i) failure to attend the nominated event
- ii) After distribution of course materials

2.2 Due to licensing restrictions outside of CENA control, e-books are non-refundable.

2.3 Any approved event refund will incur administration charges.

### **3.0 Payment of refunds**

If a request for refund is approved, the refund (Refund = registration fee less 20%) will be issued electronically within two (2) weeks of written notification.

### **4.0 Transfer to/credit for another CENA event**

4.1 A registrant may transfer or receive credit to attend another CENA event in the following circumstances:

- i. written application to transfer must be received eight (8) weeks prior to commencement of the original registered event.
- ii. the requested event is to be undertaken and completed by the registered person within twelve (12) months of the original booked event date. Exceptional situations to be determined and approved by the CENA Board or CENA TNP Lead (as appropriate)
- iii. in the event of failure to attend due to ill health on the day of the event, a medical certificate or statutory declaration, is produced to validate the absence of the registrant, and a written application to transfer to another event, as above, is received within 5 working days of the commencement of the event.
- iv. transferring to another CENA event will incur a fee (20% of the total registration cost) to be paid by the registrant prior to processing of registration in the new event if this has not already been paid

Decision to accept the request to transfer is subject to event availability and at the discretion of the CENA Board or CENA TNP Lead.

### **5.0 Transfer registration to another person**

5.1 If a transfer of registration does occur, this is to be completed two (2) weeks prior to the event commencement. It is the sole responsibility of the enrolled event registrant to organise their replacement and advise the event organiser via email ([national@cena.org.au](mailto:national@cena.org.au) or [cenatnp@cena.org.au](mailto:cenatnp@cena.org.au)) of full details of the person replacing them.

5.2 It is the sole responsibility of the event registrant to provide the course materials to their replacement.

5.3 If the new registrant considers a reduced pre-event timeline is suitable to them, and accepts this, then the registrant acknowledges and accepts that this may impact on a successful outcome in the event.

5.4 No fee will be charged to a transfer of registration.

### **6.0 Events cancellations by CENA TNP**

6.1 In exceptional circumstances, an event may be cancelled by CENA or CENA TNP if a minimum number of candidates are not registered. In such an event, a candidate will be moved to any event of their choice subject to availability and no extra fees will be incurred.

6.2 CENA reserves the right to cancel any event at short notice. Event fees will be **fully refunded** or an event transfer offered in the event of such cancellation.

## **7.0 Disclaimer**

7.1 All refunds and cancellation fees will be administered at the sole discretion of the CENA Board or CENA TNP Lead.

7.2 It is the responsibility of the prospective event registrant to notify the CENA Secretariat (Email: [national@cena.org.au](mailto:national@cena.org.au) or [cenatnp@cena.org.au](mailto:cenatnp@cena.org.au) or contact 03 6231 2722) if they are unable to attend a CENA event for which they have paid. Course materials are protected by intellectual property laws and the registrants are prohibited from reproducing any course materials without the prior permission of CENA.

It is the responsibility of the CENA Board and CENA TNP Lead to administer and utilise this policy as a guideline for refund.

Date of Endorsement by CENA Board: 7<sup>th</sup> September 2017