

Cancellations and Refunds

1. The Centre for Advanced Veterinary Education (CAVE) Workshops, Evening Lectures and Face-to-Face Learning

- 1.1 All requests for course cancellations must be in writing by email to CAVE with the subject line: 'Notice of Cancellation' and addressed to cave@murdoch.edu.au.
- 1.2 The effective date of the Notice of Cancellation is the date it is received by CAVE.
- 1.3 A registrant who wishes to cancel their registration for any reason more than 20 business days prior to the scheduled event date, will receive a refund of 80% of their fees.
- 1.4 A registrant who cancels their registration for any reason less than 20 business days prior to the scheduled event date, **will not** be entitled to a refund. At the Centre's discretion and based on availability, transfer to a future workshop of the same kind may be offered. However, in the event that CAVE cannot guarantee a future workshop of the same kind, no refund will be issued.
- 1.5 A registrant may request to reassign their registration to a veterinarian or veterinary nurse colleague for continuing veterinary education events aimed at members of the veterinary profession, or to a friend or family member for an event aimed at the general public five (5) or more business days prior to the scheduled event date. In this circumstance, the cancellation fee will be waived, and the registrant's registration will be reassigned to an individual of the registrant's choice. Please note new registrant particulars relating to catering requirements, parking scratch cards (where applicable), lab coat sizing (where applicable), workshop consumables, certificates and other printed material, may not be catered for, and the original registrant's requirements will be provided.
- 1.6 If a registrant fails to attend an event, payment is not refundable, nor will a credit note be provided.
- 1.7 COVID-19 related cancellations and refunds: In the event that either CAVE can no longer hold or the participant can no longer attend the event due to COVID-19 related circumstances such as, but not restricted to, changes in travel restrictions, cancellation of air tickets, development of COVID-19 related disease symptoms, changes to Murdoch University's on campus event policy, changes in health, travel, or quarantine directives by the federal or state government or health agencies, CAVE will provide a full refund of the workshop, lecture, seminar or other face-to-face educational event to the registrant minus a 10% administration fee. In order to be eligible for a refund under this clause, the responsibility to prove that the cancellation is due to COVID-19 related circumstances lies with the registrant.

2. General

- 2.1 CAVE reserves the right to cancel any event that does not meet the minimum enrolment numbers, or in the event of exceptional circumstances.
- 2.2 Where cancellation occurs in accordance with clause 2.1, CAVE will provide, where possible, alternative dates for the event; or a similar event; or a full refund of the fee. No party involved shall be entitled to any compensation for damages that result from such alterations or cancellations.

2.3 Refunds will be made in the following ways:

2.3.1 for payments received by credit or debit cards, the same credit/debit card will be refunded;

2.3.2 for all other payments, a bank transfer will be made to the payee's nominated account.

Please note: for payments received from outside Australia by bank transfer, the refund will be made by bank transfer, and all bank charges will be deducted from or borne by the registrant's account.

2.4 Where there are extenuating circumstances such as a death in the family or illness/injury experienced by a registrant, a refund outside of these terms may be considered by and at the discretion of CAVE.

To request a refund, credit note or reassignment contact:

Centre for Advanced Veterinary Education (CAVE)

Murdoch University

90 South Street

MURDOCH WA 6150

Phone: +1 8 9360 6342

Email: Cave@murdoch.edu.au