



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 cancellation must be in writing by email to CAVE (notice of cancellation).
 - 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 (incl. GST).
 - 1.4 A registrant who wishes to cancel their registration for any reason 11 to 20 business days prior to the scheduled event date, will receive a 50% refund on their fees (incl. GST).
 - 1.5 A registrant who cancels their registration for any reason 10 business days or less, prior to the scheduled event date **will not** be entitled to a refund.
 - 1.6 A registrant may request a credit note instead of a refund if the cancellation occurs more than 10 business days prior to the scheduled event date. In this circumstance, the cancellation fee will be waived and a credit note will be issued for the full amount of the course fee. A credit note must be used within 12 months from the date it is issued (as stated on the note).
 - 1.7 A registrant may request to reassign their registration to a colleague 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 and other course particulars may not be catered for and the original registrant's requirements will be provided.
 - 1.8 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. In order to be eligible for a full refund under this clause, the responsibility to prove that the cancellation is due to COVID-19 related circumstances lies with the registrant.
2. **Murdoch Online Veterinary Education (MOVE)**
 - 2.1 All requests for MOVE course cancellation must be in writing by email to CAVE (notice of cancellation).
 - 2.2 The effective date of the notice of cancellation is the date it is received by CAVE.
 - 2.3 A registrant who wishes to cancel their registration for any reason more than 10 business days prior to the scheduled event date will receive a refund of 80% of their fees (incl. GST).



- 2.4 A registrant who wishes to cancel their registration 10 business days or less, prior to the scheduled event date will receive a refund of 50% of their fees (incl. GST).
- 2.5 A registrant may request a credit note instead of a refund if the cancellation occurs more than five (5) business days prior to the scheduled event date. In this circumstance, the cancellation fee will be waived and a credit note will be issued for the full amount of the course fee. A credit note must be used within 12 months from the date it is issued (as stated on the note).
- 2.6 A registrant may request to reassign their registration to a colleague up to two (2) business day prior to the event taking place. 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.

3. General

- 3.1 CAVE reserves the right to cancel any event that does not meet the minimum enrolment numbers, or in the event of exceptional circumstances.
- 3.2 Where cancellation occurs in accordance with clause 3.1 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 alteration or cancellation.
- 3.3 Refunds will be made in the following ways:
 - 3.3.1 for payments received by credit or debit cards, the same credit/debit card will be refunded;
 - 3.3.2 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 for the registrant's account.
- 3.4 Where there are extenuating circumstances such as a family death or illness, a refund outside of these terms may be consider by and at the discretion of CAVE.

To request a refund, credit note or reassignment contact:

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Email: Cave@murdoch.edu.au