

Event Refund Terms & Conditions

This document applies to: All Wounds Australia events, workshops, and webinars.

1. Purpose

At Wounds Australia, we understand that plans can change. This document outlines the conditions under which refunds or transfers will be provided for event registrations. Our goal is to be fair and transparent while supporting the delivery of high-quality events.

2. Participant Cancellations

- a. Standard Cancellation (7+ days before event):
 - A full refund (less any third-party booking fees) will be issued if notice of cancellation is received **7 or more days** before the event start date.
- b. Late Cancellation (Less than 7 days before event):
 - No refunds will be issued for cancellations made within 7 days of the event.
 - However, registration **may be transferred** to another individual upon written request.
- c. No-Show:
 - No refunds or credits will be provided for failure to attend the event without prior notice.

3. Exceptional Circumstances

Refunds requested under exceptional circumstances (e.g. medical emergencies, bereavement) will be considered on a case-by-case basis. Documentation may be required. Please contact admin@woundsaustralia.org as soon as possible.

4. Event Cancellation or Postponement by Wounds Australia

If Wounds Australia must cancel or reschedule an event:

- You will be offered a full refund or the opportunity to transfer your registration to the new date.
- We are unable to cover travel, accommodation, or other associated costs.

5. Requesting a Refund

All requests must be made in writing to email: **admin@woundsaustralia.org**

Please include: Full name, Event name and date, Reason for cancellation, supporting documents (if applicable)

Thank You

Your registration supports our mission to improve wound care outcomes across Australia. We appreciate your understanding and cooperation.