

# Payment and Cancellation Policy

Venues are confirmed when a minimum number of registrations are received. The GRC Institute reserves the right to cancel or postpone an event/course should this number not be reached. Should an event be cancelled, all registered delegates will be contacted and notified immediately. The GRC Institute is not responsible for any cancellation fees incurred by the individual (travel, accommodation, etc) should the event be cancelled or postponed.

*Full payment or a non-refundable deposit (Amount dependent on specific event) is required upon registration. Full payment due seven\* days prior to the event.*

If, after payment, you are unable to attend, you are welcome to nominate someone else to attend in your place at no additional cost. Cancellations, course transfers and/or substitutions will need to be in writing at least seven days prior to course/event commencement. Please note members can only substitute members. If the substitution is from a member to a guest, the registration cost difference must be paid.

If you do not wish to nominate an alternate delegate, then your cancellation of registration must be received in writing by ACI one week prior to the event, otherwise full payment will be forfeited. Please note a cancellation admin fee applies to ALL cancellations.

**We will not refund your registration if you fail to attend or fail to give seven days written notice.**

To obtain the member discount your membership must be paid up to 30 June of the current financial year.

*\*Full payment and/or notification of cancellation due **four weeks prior** for CCP Residential and Distance Learning programs.*