

Drama Victoria Professional Learning Refund Policy

The purpose of this policy is to provide a set of guidelines for the refund of monies to registrants in Professional Learning sessions conducted by the Drama Victoria.

Occasionally Drama Victoria receives enquiries regarding cancellation for professional learning registrations prior to or just after an event.

While the association would like to be able to forward a full refund in all instances, we regret that we are not able to do so.

The following policy has been formulated so that delegates, schools or Drama Victoria are not financially disadvantaged as a result of cancellations.

Policy

See below for list of refund Guide Lines.

- A written request for any cancellation refund is required.
- Where possible, a doctor's certificate should be attached

Drama Victoria recognises that in some instances (e.g. sudden illness in the family), it is impossible to give much notice. The following guidelines indicate the refund, which will apply regardless of the number of days for which a delegate has been registered.

- No warning of cancellation No refund
- Cancellation day of event No refund
- Cancellation on the day of the event and doctor's certificate or extenuating circumstances: 70% refund
- Fewer than 7 days warning of cancellation: 20% refund
- 8-14 days warning of cancellation: 50% refund
- More than 15 days warning of cancellation 95% refund

If Drama Victoria has to cancel a workshop or event due to insufficient numbers attending or for any other reason, delegates will be notified and the option of a full refund or to change to another workshop will be given.

Cancellations will be confirmed via email a few days prior to the event as we endeavour to promote the event to achieve maximum registrations.