



## DRAFT - PCA Cancellation Policy

1. Registration cancellations must be sent by email. The Subject Title is to include your Name and then – EVENT REFUND REQUEST. email: [info@pcaonline.com.au](mailto:info@pcaonline.com.au). ie Subject title : John Doe – EVENT REFUND REQUEST
2. Cancellations received 14 days prior the first day of the Symposium event will receive a refund of registration fees less an administration charge of 10% of the Symposium fee. Cancellations made with less than 14 days (as well as 'no shows') are non-refundable. No credits will be issued for cancellations or 'no shows'.
3. Participants must make sure they receive an acknowledgement of their cancellation from the PCA Symposium Organiser. Only this will confirm that their request has been received and processed.
4. You may substitute delegates without incurring additional fees at any time prior to the event by emailing the Symposium Organiser at [info@pcaonline.com.au](mailto:info@pcaonline.com.au)
5. In the event that the PCA Symposium is cancelled for any reason, you will receive a refund of the full Symposium fee only. Flights, accommodation, and any other loss sustained will not be reimbursed.
6. In the event that the PCA Symposium is postponed for any reason and the delegate is unable or unwilling to attend on the rescheduled date, the full Symposium fee will be refunded. Flights, accommodation, and any other loss sustained will not be reimbursed.
7. The PCA Symposium Organiser is not responsible for any loss or damage as a result of a substitution, alteration or cancellation/postponement of the PCA Symposium. The Organiser shall assume no liability whatsoever in the event this Symposium is cancelled, rescheduled or postponed due to a fortuitous event, Act of God, unforeseen occurrence or any other event that renders performance of this Symposium impracticable, illegal or impossible, in the sole opinion of The Organiser. For the purposes of this clause, a fortuitous event shall include, but not be limited to: war, fire, earthquake, labour strike, extreme weather or other emergency.
8. Please note that while speakers and topics were confirmed at the time of publishing, circumstances beyond the control of the organisers may necessitate substitutions, alterations or cancellations of the speakers and/or topics and the programme and format of the event may be changed accordingly. As such, the Organiser reserves the right to alter or modify the advertised speakers, topics, formats or programme as deemed necessary without any liability to delegates whatsoever. Any/all substitutions, alterations or amendments will be notified via updates on the PCA's website as soon as possible and emailed to registered delegates.