

EVENT CANCELLATION POLICY

Please note:

- A \$30 administration fee will be applicable to any cancellations, substitutions or modifications made to original registrations, in addition to any retained registration costs.
- The RACI holds ultimate discretion, and no further discussions will be entered in to.

Policy A

If you cannot attend and would like a refund, requests must be lodged via the [RACI Event Cancellation/Refund Request Form](#)

- Cancellation more than 90 days before the event: 100% refund (minus administration fee)
- Cancellation less than 90 days and more than 60 days before the event: 80% refund (minus administration fee)
- Cancellation less than 60 days, but more than 30 days: 50% refund (minus administration fee)
- Cancellation 30 days or less: No refund
- A substitution nomination may be applicable in line with our Substitution Policy

Policy B

If you cannot attend and would like a refund, requests must be lodged via the [RACI Event Cancellation/Refund Request Form](#)

- Cancellation more than 60 days before the event: 100% refund (minus administration fee)
- Cancellation less than 60 days and more than 30 days before the event: 80% refund (minus administration fee)
- Cancellation less than 30 days, but more than 14 days: 50% refund (minus administration fee)
- Cancellation 14 days or less: No refund
- A substitution nomination may be applicable in line with our Substitution Policy

Policy C

If you cannot attend and would like a refund, requests must be lodged via the [RACI Event Cancellation/Refund Request Form](#)

- Cancellation more than 30 days before webinar/event: 100% refund (minus administration fee)
- Cancellation 30 days or less, but more than 14 days, before the webinar/event: 80% refund (minus administration fee)
- Cancellation 14 days or less before the webinar/event: No refund
- A substitution nomination may be applicable in line with our Substitution Policy

Policy D

Refunds and substitutions are unable to be offered for these events.

Policy E

- Whilst there is no transaction applicable to free events, we would appreciate if you could notify us of your cancellation via the [RACI Event Cancellation/Refund Request Form](#)

Substitution Policy

If you cannot attend and would like to nominate a substitute delegate to attend, requests must be lodged via the [RACI Event Delegate Substitution Request Form](#).

- If, after booking, you are unable to attend, in some cases you are welcome to nominate someone else to attend in your place.
- If the replacement doesn't belong to the same membership category as the original booking—such as a non-member substituting for a member—an extra fee might be required to adjust the substitute delegate's rate. Please be aware that no refunds will be issued for replacements in a lower-cost category.
- Substitutions attract an administration fee detailed in this policy
- Substitution requests can only be made up to 14 days before the start of the event.
- All substitutions are subject to approval.
- Places at RACI events cannot be shared.

