

Event Registration, Cancellation and Refund Policy

1. PURPOSE

To clarify FIA's event registration cancellation and refund procedures.

2. SCOPE

This policy covers all FIA professional development events.

3. DEFINITIONS

Administration Fee: A fee deducted from a refund. It covers handling by staff to process registrations and all bank fees associated with the transfer.

4. POLICY STATEMENT

4.1 All attendees commit to ensure that all FIA events and meetings will be held in an inclusive and safe manner and agree to share responsibility for protecting everyone from abuse, neglect or exploitation.

4.2 FIA reserves the right to alter any of the arrangements for any event as published, either before or during the event and to cancel or terminate the event, or to refuse an enrolment as permitted by law.

4.3 FIA does not accept responsibility for any costs, charges or fines incurred by delegates in the process of attending an event.

4.4 Only individuals who are registered and wear a name badge may attend an FIA event.

4.5 Prices for FIA events are as advertised. No further discounts are available.

4.6 Payment of a registration

- a) Fees are payable prior to the commencement of the event. If payment has not been received attendance will not be permitted.
- b) Member rates are only available to financial members of FIA for the current membership year. Eligibility is based on FIA's member database.
- c) Where an Early bird discount is advertised Payments for Early bird registrations must be received no later than close of business on the closing date advertised. If Early bird fees have not been received by FIA by the closing date full rates apply.
- d) Registrations by EFT and cheque will not be processed until payment has been received. If payment is received after closing dates outlined above additional fees will apply.
- e) FIA reserves the right to refuse attendance to individuals who have not paid in full for their registration.

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4.7 Transferring registrations (unless otherwise specified)

- a) Full registrations can be transferred provided that any additional charges are paid at the time of transfer (e.g. Members transferring registration to a non-member), and that FIA is notified in writing prior to the commencement of the event.
- b) Pre-event Substitutions are permitted **only** with the prior agreement of FIA. Requests for substitution must be made in writing to training@fia.org.au
- c) Substitutions made on the day of the event require written permission from the original delegate and prior payment must be made for any additional charges incurred.
- d) Delegates are not allowed to share a registration – one registration per delegate. FIA reserves the right to advertise a shared registration in conjunction with a specific event. Only when advertised does it apply.

4.8 Conference

FIA's Fundraising Conference is held annually.

<i>Registration Cancellation</i>	<i>Refund Policy</i>	<i>Administration Fee</i>
Thirty (30) working days prior to event	Full refund less administration fee	20% of the original registration fee
Within thirty (30) working days prior to event	No refund except in exceptional circumstances at FIA's sole discretion, less administration fee where refund is applicable. Email training@fia.org.au	20% of the original registration fee when a refund is applicable

Conditions specific to registering for an FIA Conference

- a) Full registrations and payment must be received by **Close of Business one (1) week prior to Conference**.
- b) Registration fees do not include insurance of any kind. It is strongly recommended that at the time you register for the conference and book your travel that you take out an insurance policy of your choice to cover any eventuality. The policy should include loss of fees/deposit through cancellation of your participation in the conference, or through cancellation of the conference, loss of air fares through cancellation for any reason, loss of tour monies through cancellation for any reason including airline or related services strikes within Australia, Force Majeure or any other reason, medical expenses (including sickness and accident cover), loss or damage to personal property, additional expenses and repatriation should travel

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arrangements have to be altered. FIA cannot take any responsibility for any participant failing to arrange their own insurance. Should Conference be cancelled, FIA's costs will be paid from delegate registration fees. Any remaining monies from the delegate registration fees will be refunded to delegates following cancellation.

- c) All accommodation bookings should be made by the delegate.
- d) Registrant's contact details (name, organisation, business email, business postal address) will be provided to other delegates, sponsors and exhibitors unless registrant selects otherwise on the registration form.
- e) Attendees are advised that photographs and videos will be taken during the conference and reproduced for promotional purposes.

Additional terms for FIA Conference 2024 – COVID-19 related issues

The FIA Conference 2024 will be held in-person from 28 February to 1 March at the Brisbane Convention & Exhibition Centre (BCEC) Brisbane.

The health and safety of attendees (including delegates, speakers, exhibitors, sponsors, staff and all guests) is our highest priority. Fundraising Institute Australia is mindful of the health risks posed by COVID-19, and the importance of following official medical advice with respect to social distancing, practicing good hygiene and staying at home when unwell.

- a. All attendees are to practice social distancing and follow the COVID-safe venue policy and procedures.
- b. We request that any attendee who is feeling unwell or has cold or flu like symptoms, or who may have been in contact with someone with COVID-19, contact FIA as soon as possible to discuss options. You can call FIA on 1300 889 670 or email training@fia.org.au.

Event cancellation or change in event delivery/format due to COVID-19 related matter

FIA are very committed to holding FIA Conference 2024 in person. If it becomes necessary to alter the delivery of the Conference because of health advice, we will determine the best way forward at the time. We may consider a change of dates or converting to a hybrid or virtual delivery if absolutely necessary. Only in extreme circumstances would FIA consider cancellation of the conference.

If a change of delivery is required, it will be determined by the circumstances out of FIA's control at the time.

In this situation, your registration will be rolled over to the new registration type and you will receive a partial refund if applicable.

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If the conference is cancelled altogether due to COVID-19 restrictions, you will receive a full refund of your conference registration.

Travel and accommodation bookings and cancellations are the responsibility of the delegate and FIA will not take responsibility for any cancellation fees incurred.

Delegate Cancellation due to COVID-19 related matter

If a delegate is no longer able to attend the conference due to a government-imposed lockdown, quarantine requirement or travel restriction, they should contact FIA as soon as possible to discuss options. In this situation, FIA will take reasonable steps to provide the delegate with access to the content online and offer a partial refund. If the content cannot be offered online, nor a substitute delegate able to attend, FIA will consider a full or partial refund.

The health and safety of delegates is our highest priority. Fundraising Institute Australia is mindful of the health risks posed by COVID-19, and the importance of following official medical advice with respect to social distancing, practicing good hygiene and staying at home when unwell. We request that any delegate who is feeling unwell or has cold or flu like symptoms, or who may have been in contact with someone with COVID-19, not attend the conference.

If you are unable to attend the conference due to a COVID-19 related matter, please contact training@fia.org.au as soon possible to discuss options. Substitute delegates will be considered at the discretion of the organisers.

Travel and accommodation bookings and cancellations are the responsibility of the delegate and FIA will not take responsibility for any cancellation fees incurred.

State and Territory Events

- a) Local Events consist of any locally run event, usually less than four (4) hours in duration.

<i>Registration Cancellation</i>	<i>Refund Policy</i>	<i>Administration Fee</i>
More than ten (10) working days prior to event	Full refund	No administration fee
Ten (10) working days prior to event	Full refund less administration fee	20% of the original registration fee
Within four (4) working days prior to event	No refund except in exceptional circumstances at FIA's sole discretion, less administration fee where refund is applicable. Requests for refund must be	20% of the original registration fee when a refund is applicable

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	received in writing during FIA office hours to training@fia.org.au	
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- b) Signature State Events consist of any locally run event, usually more than four (4) hours in duration. Events include but are not limited to: WA Fundraising Forum, TAS Fundraising Forum, SA Showcase, QLD Superbolt.

<i>Registration Cancellation</i>	<i>Refund Policy</i>	<i>Administration Fee</i>
Thirty (30) working days prior to event	Full refund less administration fee	20% of the original registration fee
Within thirty (30) working days prior to event	No refund except in exceptional circumstances at FIA's sole discretion, less administration fee where refund is applicable. Email training@fia.org.au	20% of the original registration fee when a refund is applicable

Due to COVID-19, for any state events that will be held face-to-face, a full refund will be provided where cancellation has been made due to illness.

For further enquiries with regard to FIA's Events policy, please contact training@fia.org.au.

5. PURPOSE

To clarify FIA's position in relation to course registration, cancellation, transfers and refunds.

6. SCOPE

This policy applies to all prospective and current FIA students. It covers all FIA courses, short courses and professional development events offered within FIA's Education and Professional Development division.

7. DEFINITIONS

Administration Fee: A fee deducted from a refund or applied to transfers. It covers handling by staff to process registrations, cancellations, transfers, or refunds and all associated costs.

Course: Any course, workshop, webinar or other educational event such as seminars, masterclasses, forums and professional development events offered either online or face-to-face.

Course Registration, Cancellation and Refund Policy

8. REGISTRATION AND ENROLMENT

8.1 SCHEDULE AND FEES

- a) FIA reserves the right to alter any of the arrangements for any *course* as published, either before or during the *course* and to cancel or terminate the *course* at any time.
- b) FIA reserves the right to cancel or vary any *course* dates and locations due to insufficient numbers or circumstances outside of our control.
- c) FIA reserves the right to refuse any registration or enrolment as permitted by law.
- d) FIA does not accept responsibility for any costs, charges or fines incurred by participants in the process of attending an FIA *course*.
- e) Only individuals who are registered or enrolled and have paid their fees in full may attend an FIA *course*.
- f) Fees for FIA *courses* are as advertised. No further discounts are available.

8.2 PAYMENT

- a) Fees are payable prior to the commencement of the *course*. If payment has not been received attendance will not be permitted.
- b) Member rates are only available to financial members of FIA for the current membership year. Eligibility is based on FIA's member database.
- c) Where an early bird discount is advertised payments for early bird registrations must be received no later than close of business on the closing date advertised. If early bird payment has not been received by FIA by the closing date full rates apply.
- d) Payment plans for selected *courses* are available and conditions apply. See 4.7 Payment Plans.
- e) Registrations by EFT and cheque will not be processed until payment has been received. If payment is received after closing dates outlined above additional fees will apply.
- f) FIA reserves the right to refuse attendance to individuals who have not paid in full for their *course*, unless on an approved FIA payment plan.

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8.3 TRANSFERS

8.3.1 Transfer of a registration or enrolment **between participants** is permitted for selected *courses* under certain circumstances and conditions apply. **See 8.3.3 for Transfer Conditions.**

- a) Fully paid registrations can be transferred to another person provided that any additional charges are paid at the time of transfer, and that FIA is notified **in writing no later than one business day** prior to the commencement of the *course*.
- b) **Requests for transfers must be made in writing** to training@fia.org.au
- c) **No transfers or substitutions** will be accepted on the day of the course.
- d) Participants are not allowed to share a registration or enrolment– one registration per participant.
- e) **No transfers** between participants will be made for *online courses* as access to the course materials is provided on payment of the *course*.

8.3.2 Transfer of a registration or enrolment **between courses** is permitted under certain circumstances and conditions apply.

- a) Fully paid registrations can be transferred to another *course* provided that any additional charges are paid at the time of transfer, and that FIA is notified **in writing** prior to the commencement of the *course*. Conditions apply. **See 8.3.3 for Transfer Conditions.**
- b) Requests for transfers must be made in writing to training@fia.org.au
- c) **No transfers** to another *course* will be accepted due to **non-attendance on the day of the course**.
- d) Transfers to another *course* must take place **by the end of the calendar year** from the date of the *course* originally registered for.
- e) **No transfers** will be made for *online courses* as access to the course materials is provided on payment of the *course*.

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8.3.3 Transfer Conditions

<i>Courses</i>	<i>Transfer Conditions</i>	<i>Transfer Policy</i>
Short courses and tutor-led courses (online and in-person)	Transfers options	Refer to 8.3 Transfers . Requests for transfer must be received in writing during FIA office hours, send to training@fia.org.au
	Transfer timeframes	<i>Participants transferring to future courses must complete the course within the same calendar year. Participants failing to complete the course within this timeframe will have their registration forfeited.</i>
	Notification prior to the day of the course	<i>Participants may transfer to another course in the same calendar year, less transfer fee if applicable.</i> Requests for transfer must be received in writing during FIA office hours, send to training@fia.org.au
	Notification or non-attendance on the day of the course	<i>No transfers, substitutions or refunds will be granted on the day of the course.</i>
<i>Transfer Fees</i>		
<i>5 or more business days prior to the course</i>		No charge
<i>1-4 business days prior to the course</i>		\$25
<i>On the day of the course</i>		No transfer granted

8.4 EXTENSIONS

8.4.1 Extension Conditions

- a) *Online courses* may be extended if you are unable to complete the course in the allocated timeframe.
- b) FIA reserves the right to change the arrangements of extension access at any time.
- c) Requests for extensions must be made in writing to training@fia.org.au, and must be made no later than **5 business days** before the original *course* access period ends.
- d) **Each request for extension** must be made in writing and continual extension requests received after two years from the original *course* start date may be rejected.

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- e) Extension periods are only for the specified time and additional fees will apply for *each extension request*.

8.4.2 Extension Fees

<i>Course</i>	<i>Extension Period</i>	<i>Extension Fee</i>
FIA Code Course	10 business days or less	No charge
	11-20 business days	\$25
	Subsequent extensions	\$25
Fundraising Essentials Gifts in Wills	10 business days or less	No charge
	11-20 business days	\$50
	Subsequent extensions	\$50
Certificate in Professional Fundraising Diploma in Professional Fundraising	Up to 10 business days	No charge
	20 business days (1 month)	\$100
	60 business days (3 months)	\$250
	Subsequent extensions	To be discussed with Executive Manager, Professional Education

8.5 REFUNDS

- Full or partial refunds may be available under certain circumstances and conditions apply.
- Requests for refund must be received in writing during FIA office hours and sent to training@fia.org.au
- Refer to the table for course specific conditions:

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<i>Course</i>	<i>Cancellation Conditions</i>	<i>Refund Policy</i>	<i>Administration Fee</i>
Short courses	More than 10 business days prior to the <i>course</i>	Full refund less administration fee	\$50
	Within 10 business days and notification prior to the day of the <i>course</i>	A 75% refund of the original fee, less administration fee.	\$50
	On the day of the <i>course</i>	No refunds for withdrawals or cancellations available.	
In-class Certificate Course	More than 10 business days prior to the <i>course</i>	Full refund less administration fee	\$125
	Within 10 business days and notification prior to the day of the <i>course</i>	A 75% refund of the original fee, less administration fee.	\$125
	On the day of the <i>course</i>	No refunds for withdrawals or cancellations available.	NA
Online Courses	Once course accessed	No refunds for withdrawals or cancellations available	NA

8.6 PAYMENT PLANS

- a) The certificate and diploma courses are eligible for payment through an approved FIA payment plan with either 2 or 3 instalments.

<i>Course</i>	<i>Instalment Schedule</i>	<i>Instalment Amount</i>
Certificate in Professional Fundraising (Annual in-class course only)	2 instalments	50% of the course registration fee payable by 15th March and 15 July
	3 instalments	One third of the course registration fee by 15th March and 15 th July and 15 th October

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Certificate in Professional Fundraising (online)	2 instalments	50% of the course registration fee payable prior to commencement and 50% eight (8) weeks later
Diploma in Professional Fundraising (online)	2 instalments	50% of the course registration fee payable prior to commencement and 50% eight (8) weeks later
	3 instalments	One third of the course registration fee prior to commencement. Instalment 2 eight (8) weeks later, and instalment 3 (8) weeks later
	Monthly instalments (Diploma only)	The total course registration fee divided into monthly payments on agreed date, credit card only.

- b) Requests for payment plans must be made **must be made in writing** to training@fia.org.au

9. COURSE SPECIFIC CONDITIONS

9.1 Online Courses

Conditions specific to registering for online courses

- Course fees must be paid in full, prior to course commencement unless on an agreed payment plan.
- No refunds are available for online courses once the online course has been accessed and participant has logged in for the first time.
- Course must be completed within the specified time frame.
- Courses not completed within the specified time frame will be recorded as incomplete unless an extension request is received within the specified time frames.
- Online access starts as soon as payment has been received and participant has logged in for the first time. Access to all online materials will expire after the specified access period unless prior arrangements have been made through FIA.
- Should extended online access be required, additional fees will apply. See **8.4.2 Extension Fees.**

Course Registration, Cancellation and Refund Policy

9.1.1 Course Fees

By enrolling and paying your registration fee, you are committing to a place in the *course*. On acceptance of your registration, your place in the *course* will be confirmed, and payment will be processed before commencement.

9.1.2 Refund Policy

Only under exceptional circumstances and on a case-by-case basis will requests for withdrawal or cancellation be considered, once payment has been made.

- a) In the event a student does need to withdraw from the online course **prior** to gaining online access and starting the course, a full refund minus the administration charge of **\$125** will be approved.
- b) **No refund** is offered once online access has been established and the course started.
- c) Should a student withdraw from an online *course* once starting, for any reason, **no substitute or replacement** student can join in their place.

All requests are to be made in writing and emailed to the FIA Education and Training Team at training@fia.org.au.

For further enquiries in regarding FIA's Education policies, please contact training@fia.org.au .

Policy Name	Registration, Cancellation and Refund Policy v1.2
Approved by:	Katherine Raskob, Chief Executive Officer
Date Effective:	September 2023