

SUEU Registrations, Payments, Cancellations, and Refunds Policy



Updated October 2022

Scope of Application

1. This Policy provides principles governing registrations, payments and refunds for SUEU Events.

Registrations and Payments

2. Subject to Clause 3, registrations will be “complete” upon full payment of the attendance fee.
3. If the Event Treasurer has reached an agreement with a participant on a payment plan, their registration will be “complete” upon the making of that agreement.
4. The Event Registrar may decide to use an early bird registration system, where the attendance fee increases for each window of a registration period. This means that the attendance fee for the participant depends on when they “complete” their registration for the Event, that is, when they pay the attendance fee in full or agree to a payment plan.
 - a. If a participant changes their mode of attendance (full-time, part-time, or a different level of part-time), outside the registration period in which they initially registered, their registration fee will be charged according to the new registration period.
5. Each Event has a date and time known as a “cut-off”. This is when registrations for an event close, and all incomplete registrations are cancelled.
6. The “cut-off” for an Event should be displayed on the registration page for an Event. If the “cut-off” is not displayed, it will be taken to be the time of the commencement of the Event.
7. Registrations made after the “cut-off” will only be accepted at the discretion of the Event Registrar. The Event Registrar is under no obligation to accept such registrations.



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8. The Event Registrar reserves the right to refuse any registration where they reasonably believe it is necessary to:
 - (a) protect the health and safety of other event registrants; or
 - (b) protect the health and safety of the person attempting to register; or
 - (c) prevent serious damage to property; or
 - (d) prevent serious disruption to the event.

Refunds

9. Any voluntary cancellations prior to the "cut-off" will be eligible to receive a full refund. In order to be eligible the individual requesting a refund must contact the Event Registrar by email.
10. Any payments made towards a registration which is cancelled at the "cut-off" (due to being incomplete) are eligible for refund.
11. Any voluntary cancellations made after the "cut-off" are not eligible for refund.
12. Clauses 8, 9 and 10 also apply to those altering their mode of attendance.

Special Circumstances

13. Anyone who pays event fees before the cut-off date, but cancels after the "cut-off" due to an unforeseen circumstance, may submit a written request (via email) to the Event Registrar for a refund. While it is unlikely that the refund will be issued (after the "cut-off", the SUEU generally has to pay the fees for the number of attendees that they communicated to the event site, regardless of how many people actually end up attending the conference); all such situations will be reviewed on an individual basis in an effort to offer grace and understanding to the payer involved.