

# Attendance and Cancellation Policy

Version No: 3.0

## Purpose

The purpose of this policy is to establish a clear understanding of who is eligible to register for a Local Government Professionals Australia, SA event, program, dinner or the Australasian Management Challenge and to define the required time frames and costs involved with cancelling a registration.

This policy is divided into seven sections\*, each with unique terms and conditions due to the varying and complex nature of the events and programs run by LG Professionals SA:

- Registration eligibility
- Conferences, Events and Network Forums Registration Cancellation
- Short Course Registration Cancellation
- Leadership Program Registration Cancellation
- Australasian Management Challenge Cancellation
- Rural Management Challenge Registration Cancellation
- Dinner Registration Cancellation

\*Each section may be used individually in event marketing documents.

## Registration Eligibility

Unless specified otherwise on the event or program brochure, registration for our events and programs are only open to:

- Local Government Professionals Australia, SA members
- Council employees. Employees who are employed part time or are on leave are also eligible, as are staff employed through third parties (eg. Maxima)
- Employees of regional subsidiaries and
- Local Government Professionals Australia, SA invited guests

## Conferences, Events and Network Forums Registration Cancellation

The following cancellation policy applies to all Conferences, Events and Network Forum registrations, regardless of delivery mode (e.g. Face to Face or live Virtual Classroom).

Whilst Local Government Professionals Australia, SA is sympathetic to the inevitability of changing circumstances, each cancelled registration incurs a cost. It is for this reason that the following section of our cancellation policy applies to all Conferences, Events and Network Forums:

Cancellations Received	Refund or Credit
More than 3 weeks prior to event	100%
Between 3 weeks and 1 week prior to event	50%
Within 1 week of the event	None

Substitutions or credits are preferred and will best support your Association.

**Note:**

- Registration is a commitment to pay. In the instance of a cancellation where the invoice remains unpaid, the terms of the cancellation policy will still apply and an amended invoice will be issued if applicable.
- In all cases substitutions are a preferred alternative. In this instance, no fees will be charged but LG Professionals SA must be notified of the substitution as soon as practicable.
- All refunds can alternatively be offered as a credit voucher to be used towards a future Professional Development Opportunity – so your development opportunity is not lost but rather ‘time shifted’.
- In the event of extenuating circumstances, requests for waiver of cancellation fees MUST be made in writing to the CEO and will be honoured only if they have been confirmed in writing by the CEO.
- In this uncertain environment, we understand that you may appreciate some added flexibility. Should you find that you are no longer able to attend due to mandatory isolation, awaiting test results or feeling unwell – we will be happy to provide a refund or credit on presentation of evidence. To help us minimise the impact of this please notify us as soon as practicable prior to the event.

## Short Course Registration Cancellation

The Short Courses section of our cancellation policy includes but is not limited to any Short Course between half a day and 2 days duration regardless of delivery mode (e.g. Face to Face or live Virtual Classroom).

Whilst Local Government Professionals Australia, SA is sympathetic to the inevitability of changing circumstances, each cancelled registration incurs a cost. It is for this reason that the following section of our cancellation policy applies to all Short Courses:

Cancellations Received	Refund or Credit
More than 4 weeks prior to Short Course	100%
Between 4 weeks and 2 weeks prior to Short Course	50%
Within 2 weeks of Short Course commencement	None

Substitutions or credits are preferred and will best support your Association.

### Note:

- Registration is a commitment to pay. In the instance of a cancellation where the invoice remains unpaid, the terms of the cancellation policy will still apply and an amended invoice will be issued if applicable.
- In all cases substitutions are a preferred alternative. In this instance, no fees will be charged but LG Professionals SA must be notified of the substitution as soon as practicable.
- All refunds can alternatively be offered as a credit voucher to be used towards a future Professional Development Opportunity – so your development opportunity is not lost but rather ‘time shifted’.
- In the event of extenuating circumstances, requests for waiver of cancellation fees MUST be made in writing to the CEO and will be honoured only if they have been confirmed in writing by the CEO.
- In this uncertain environment, we understand that you may appreciate some added flexibility. Should you find that you are no longer able to attend due to mandatory isolation, awaiting test results or feeling unwell – we will be happy to provide a refund or credit on presentation of evidence. To help us minimise the impact of this please notify us as soon as practicable prior to the event.

## Leadership Program Registration Cancellation

The Leadership Program section of our cancellation policy includes but is not limited to: Ignite, Emerging Leaders Program, Executive Leaders Program and any future Leadership Programs not yet confirmed.

Whilst Local Government Professionals Australia, SA is sympathetic to the inevitability of changing circumstances, each cancelled registration incurs a cost. It is for this reason that the following section of our cancellation policy applies to all Leadership and Development programs:

Cancellations Received	Refund or Credit
More than 8 weeks prior to program commencement	100%
Between 8 weeks and 6 weeks prior to program commencement	50%
Within 6 weeks of program commencement	None

Substitutions or credits are preferred and will best support your Association.

**Note:**

- Registration is a commitment to pay. In the instance of a cancellation where the invoice remains unpaid, the terms of the cancellation policy will still apply and an amended invoice will be issued if applicable.
- In all cases substitutions are a welcome alternative. In this instance, no fees will be charged but LG Professionals SA must still be notified of the substitution as soon as practicable.
- In the event of extenuating circumstances, requests for waiver of cancellation fees MUST be made in writing to the CEO and will be honoured only if they have been confirmed in writing by the CEO.



## Australasian Management Challenge Registration Cancellation

The Australasian Management Challenge is an event run by the LG Professionals National Office. For the Cancellation Policy please refer to the website at [www.managementchallenge.com.au](http://www.managementchallenge.com.au)

## Rural Management Challenge Registration Cancellation

Whilst Local Government Professionals Australia, SA is sympathetic to the inevitability of changing circumstances, each cancelled registration incurs a cost. It is for this reason that the following section of our cancellation policy applies to the Rural Management Challenge:

Cancellations Received	Refund or Credit
More than 6 weeks prior to event	100%
Between 6 weeks and 4 weeks prior to event	50%
Within 4 weeks of the event	None

**Note:**

- Registration is a commitment to pay. In the instance of a cancellation where the invoice remains unpaid, the terms of the cancellation policy will still apply and an amended invoice will be issued if applicable.
- In all cases substitutions are a welcome alternative. In this instance, no fees will be charged but LG Professionals SA must still be notified of the substitution as soon as practicable.
- In the event of extenuating circumstances, requests for waiver of cancellation fees MUST be made in writing to the CEO and will be honoured only if they have been confirmed in writing by the CEO.
- If you are no longer able to fill a team you are welcome to fill your team with a staff member from a neighbouring council – composite teams are allowed.

## Dinner Registration Cancellation

Whilst Local Government Professionals Australia, SA is sympathetic to the inevitability of changing circumstances, each cancelled registration incurs a cost. It is for this reason that the following section of our cancellation policy applies to all Dinner registrations:

Cancellations Received	Refund or Credit
More than 2 weeks prior to event	100%
Within 2 weeks of the event	None

Substitutions or credits are preferred and will best support your Association.

- Registration is a commitment to pay. In the instance of a cancellation where the invoice remains unpaid, the terms of the cancellation policy will still apply and an amended invoice will be issued if applicable.
- In all cases substitutions are a welcome alternative. In this instance, no fees will be charged but LG Professionals SA must still be notified of the substitution as soon as practicable.
- In the event of extenuating circumstances, requests for waiver of cancellation fees MUST be made in writing to the CEO and will be honoured only if they have been confirmed in writing by the CEO.

## Changes to event/program disclaimer

LG Professionals SA reserves the right to change a speaker and/or agenda details at any time throughout the marketing lifecycle of an event or program.

We will do everything within our control to minimise the risks of changes to any event or program and will always endeavour to deliver the content that is advertised.

In the case of a change occurring in the lead up to an event, where time permits, we will notify all registrants within a timely manner.

In this uncertain environment, LG Professionals SA will maintain a cautious approach and in-person events will only occur if we have confidence in providing a COVID-19 safe learning environment. Should restrictions mean we are unable to deliver an event as planned, we will advise all registered delegates and consider appropriate arrangements such as transitioning to an online environment, deferring or rescheduling at that time.



## Roles and Responsibilities

Department / Area	Role / Responsibility
Chief Executive Officer	Approve and oversee the implementation of the Attendance and Cancellation Policy.
Board	Delegated approval of the policy to the Chief Executive Officer.

## Monitoring and Evaluation

The CEO will monitor and review the **Attendance and Cancellation Policy** bi-annually in conjunction with the preparation and submission of annual budgets to the Board, or more frequently if there is any major change in organisational status.

## Version History

Version	Date	Description of changes	Effective Date
1.0	1 September 2017	- Initial policy	15 September 2017
2.0	29 October 2019	- Addition of networks, short programs and dinners, and clarification of what falls under each policy. Reviewed policies against costs incurred for cancelled registrations and amended accordingly.	1 November 2019
3.0	6 September 2020	- Addition of flexible terms if cancellation is as a result from COVID – 19 restrictions or illness.	7 September 2020