

# NZATE Event Payments and Cancellations Policy

## **Purpose:**

**To provide clarity and consistency regarding payments, cancellations, and refunds for all NZATE-run events, including the annual conference and workshops. This policy ensures fairness and transparency for participants while protecting NZATE from financial loss due to non-payment or last-minute cancellations.**

## 1. Registration and Payment

- a. All participants must register and pay in advance for conferences, workshops, and other paid events.
- b. Registration for any NZATE event constitutes a binding commitment to pay, whether or not the participant attends.
- c. Full payment must be received before access to the event is granted (i.e., tickets, materials, or entry).
- d. Registration is non-transferable unless written prior approval is obtained from NZATE.

## 2. Cancellations and Refunds

NZATE reserves the right to require pre-payment for workshops, regardless of cost.

### Voluntary Cancellations by Participant:

- a. **Definition of working day:** For the purposes of this section, a working day is defined as Monday to Friday, excluding New Zealand national public holidays.
- b. **More than 15 working days (prior to the event start date):** A full refund will be offered, minus a \$30 administration fee.
- c. **7–14 working days (prior to the event start date):** A 50% refund of the registration fee will be offered, minus the administration fee.

- d. Less than 7 working days (prior to the event start date): No refund will be provided, except under the 'Exceptional Circumstances' clause below.

### 3. Exceptional circumstances:

- a. NZATE recognises that serious personal emergencies (e.g., illness, bereavement) can occur. In such cases, participants may apply for a partial refund or credit toward a future event by emailing [admin@nzate.org.nz](mailto:admin@nzate.org.nz).
- b. Requests must be submitted in writing to the NZATE Executive as soon as possible, but no later than the scheduled start date of the event.
- c. NZATE reserves the right to consider all relevant factors when determining a reasonable refund or credit, including direct costs already incurred (such as catering commitments, venue hire, or pre-printed materials). The decision of the NZATE Executive is final.

### 4. Non-attendance / “no-shows”:

- a. Participants who register but do not attend without prior notice will forfeit their entire registration fees. If payment has not been made, payment in full is required and will be legally sought with due procedures.
- b. Participants who register but fail to attend and have not paid remain liable for the full registration fee.
- c. For small or low-cost workshops (under \$100), recurring non-attendance without notice may result in a ban from future workshops at the discretion of the Executive.

### 5. Event Changes and Cancellations

- a. NZATE may cancel, postpone, reschedule, or alter the format of any event if circumstances beyond NZATE’s reasonable control prevent the event from proceeding as planned.
- b. Such circumstances include, but are not limited to, natural disasters, fire, flood, strike action, civil unrest, public health measures or government restrictions (e.g., COVID-19 alert levels), venue unavailability, acts of terrorism or war, or any other force majeure event outside NZATE’s control.
- c. Participants will be notified of any changes as soon as possible.
- d. If an event is cancelled by NZATE due to these circumstances, registered participants will be offered the option of a full refund or a full credit toward a future NZATE event.

- e. Limitation of liability: NZATE is not responsible for any additional costs incurred by participants (such as travel, accommodation, or other expenses) arising from event changes outside NZATE's control.

#### 6. Communication and Dispute Resolution

- a. All payment, cancellation, and refund requests must be submitted in writing (email is acceptable [admin@nzate.org.nz](mailto:admin@nzate.org.nz)).
- b. NZATE will respond promptly and clearly, typically within 3 working days.
- c. Should a participant dispute the outcome, they may request the matter be escalated to the NZATE Executive for final determination.