

Terms and Conditions

Payments

Payment is required prior to attending the event or course. Please contact an IPAA NSW staff member if an exception is required.

Cancellation policy

- Cancellation must be in writing and confirmed by an IPAA NSW staff member
- Cancellation received more than 10 business days prior to start date – no penalty will be incurred
- Cancellation received withing 5-10 business days prior to start date – 50% of the fee is payable
- Cancellation received within 1-5 business days prior to the event running – 100% of the fee is payable
- No show – 100% of the fee is payable
- Any withheld credit will be available for application within the next 12 months

Cancellation policy – Self-paced courses (online with 365 days access)

- Cancellations are not permitted
- Transfers to another course are not allowed for self-paced courses.

Transfer policy – Public Courses

- All requests for transfers must be in writing.
- Your course registration can be transferred to another course without penalty if requested more than 10 business days prior to the course start date. Otherwise, the above cancellation policy applies. Transfers can only be requested when the course fee has been paid in full.
- Transferring your registration to another person can be completed at any time without penalty if nominee details are provided within a minimum of 2 business days prior to the course start date. Transferring from a member to a non-member will result in a fee increase in line with the non-member course fee. [Please note that for any late transfers that include catering, we will be unable to accommodate dietary requirements.](#)
- Transfers to another session or another participant commonly can only be actioned once.

Attendance Policy for Multi-Day Courses

Participants are required to attend **all** scheduled sessions of their registered course. Missed sessions are non-transferable and will be considered forfeited. If a participant fails to attend any scheduled session, they will be unable to progress in the course and must re-enrol and pay the full course fee.

Medical Requests: Any requests for waivers, credits, or transfers due to medical reasons must be submitted with supporting documentation (e.g., a medical certificate) within 5 business

days of the missed session for consideration. Failure to provide the necessary documentation will result in adherence to the standard cancellation policies, and the cancellation fee will likely apply, even in cases involving medical documentation.

We may in our discretion waive cancellation charges in exceptional circumstances, but we will not waive cancellation charges on account of work commitments

Use of AI Notetakers and Transcription Tools

IPAA NSW is committed to fostering a safe, respectful, and engaging environment for all participants in our courses and online delivery. In line with our commitment to protecting participant trust, maintaining member privacy, and preserving the integrity of our content, the use of AI notetakers or automated transcription tools (including, but not limited to, Otter.ai, Fireflies, and similar applications) is not permitted during any IPAA NSW hosted courses or online delivery.

Program Changes

IPAA NSW reserves the right to change programs/speakers/venue, or to cancel programs if the enrolment criteria are not met or when conditions beyond our control prevail. All registrants will be notified in the event of cancellation and their registration fee will be refunded