



PG13.0 Event Cancellation & Refund Policy

Privacy

The Australian Dental and Oral Health Therapists' Association (ADOHTA) Ltd is committed to upholding the principles of transparency, accountability and privacy in the use, maintenance, sharing, storage and archiving of members' Personal Information. By registering as a member or for one of our events, you acknowledge and consent to your information being handled in accordance with ADOHTA's Privacy Policy.

Cancellations & Substitutions

Summary	Cancellation	Refund	<u>Substitution</u>
<u>Online Events or Webinars (free)</u>			up to 48 hrs before the event
<u>Online Events or Webinars (paid)</u>	More than 30 days before 15-29 days before 14 days or less	100% 75% Nil	up to 48 hrs before the event
National or State (e.g., roadshows, CPD days, branch events)	More than 60 days before 31 – 59 days before 15 – 29 days before 14 days or less	100% 90% 70% Nil	15 days or more before the event
Congress/Conference	Refer to the Professional Conference Organiser's (PCO)/Conference/Congress refund policy/policies and/or terms.		



Substitution:

- After booking or registering for an online or in person event, if you're unable to attend you can nominate someone else to attend in your place. If the substitute person isn't in the same category originally booked (i.e., a non-member replaces a member) an additional fee may apply to reflect the correct rate for the substitute person to attend. Any additional fees are payable by the substitute person immediately (within 24 hours of receiving the invoice).
- CPD hours and the relevant certificate will be allocated to the substitute person.
- Places within or at ADOHTA events cannot be shared (e.g., distribution of event resources, sharing of recordings etc).

Online Events/Webinars (free) - please request substitutions via email up to 48 hours before the event start time.

Online Events/Webinars (paid) - please request substitutions via email up to 48 hours before the event start time.

In-Person Events (National or State hosted/based, and Branch hosted/based) – please request substitutions via email at least 15 days or more before the event.

All substitution requests must be made in writing to executive@adohta.net.au or cpd@adohta.net.au with the effective date being the date of dispatch.

Participation Requirements – Online Events or Webinars

- Registration enables you to access the online event or webinar when presented live.
- Some online events or webinars may be recorded and stored in the CPD Webinar Portal on the ADOHTA website, with recordings being published promptly following the live online event.
- Broadcasting, distributing, sharing, recording, live-streaming or reproducing any live or recorded online event or webinar to any individual or group is strictly prohibited and in violation of our terms of service unless prior consent has been given.

- CPD hours are automatically tracked and awarded based on the attendance log for each live or recorded online event or webinar and completion of the relevant CPD form provided in the webinar. Following completion of the appropriate CPD form, a CPD Certificate's automatically sent to the email address provided on the ADOHTA CPD form. This certificate cannot be transferred or shared.
- Ensuring the availability of appropriate technology, internet connectivity and speed is the responsibility of registrants to participate. ADOHTA isn't liable for any interruption, delayed sound or picture quality issues due to attendees' inadequate technology, internet or power interruptions and connectivity or speed issues.
- If you're unable to participate or attend, or the quality of participation is diminished due to the above-mentioned technological issues for an online event or webinar, a refund doesn't apply.
- Registrants are required to fully comply with any rules, protocols or directions given by ADOHTA or the online event chair, whether published, issued in writing or verbally. Attendees are required to act in accordance with the [Ahpra Shared Code of Conduct](#).
- When posting questions or messages during online events or webinars, registrants acknowledge personal information (such as the participant's name) may be shared with those present.
- Registrants warrant that the home/work environment in which they access a live or recorded online event or webinar is safe and free of health and safety risks.

Non-Attendance

If a registrant fails to attend an event they'd registered for, the event fees won't be refunded or allocated to another ADOHTA event unless [extenuating circumstances](#) apply.

Extenuating Circumstances

- If you are/were unable to attend an online or in person event due to extenuating circumstances, you can submit a refund request in writing (via email). Please note there may be a delay in response times due to requests requiring Board consideration.
- Such refund requests for non-attendance due to extenuating circumstances may only be submitted for consideration **within 7 days** of the event.

- Refund requests must be in writing via email, including supporting evidence and/or appropriate documentation.

General

This policy doesn't extend to events managed by a [PCO or for conference events](#). Please refer to the PCO or conference Cancellation & Refund Policy where relevant.

ADOHTA reserves the right to cancel, postpone or reschedule events due to low registration numbers or unforeseen circumstances. Where a refund's due, full payment will be made to a registrant within 14 days via the same method payment was originally made, unless requested otherwise.

All refund requests must be made in writing to executive@adohta.net.au or cpd@adohta.net.au with the effective date being the date of dispatch.

Policy Updates

This Policy may change from time to time and is available on our website. This policy applies to all events (excluding Conference/PCO organised events) on registration of the event.

Policy Queries & Complaints

If you have any queries or complaints about our Event Cancellation & Refund Policy, please contact:

Miss Jasmine Bulman
Company Secretary
Australian Dental and Oral Health Therapists' Association
PO Box 405
NUNDAH QLD 4012
executive@adohta.net.au
0437 767 973

Related ADOHTA Policies:

Privacy Policy