



ARATA Education & Other Events: Cancellation & Refund Policy

The Australian Rehabilitation and Assistive Technology Association (ARATA) cancellation and refund policy applies to all cancellations, including those due to medical, personal or family reasons.

A registrant who wishes to cancel, withdraw or transfer to a substitute *must do so in writing, by email to the ARATA Office* – office@arata.org.au.

All registrants for Australian Rehabilitation and Assistive Technology Association (ARATA) events must have paid their event registration fees in full prior to attending an event or they risk non-admission at the event.

Substitute Delegate:

Should you be unable to attend an ARATA event for which you have registered and paid, a substitute is welcome to attend in your place. In such cases, the ARATA Office must be notified by email in advance of the event. Where an ARATA member nominates a substitute who is not an ARATA member, the non-member fee will apply and extra payment will be due and payable before the event date.

Cancellation by Registrant:

If you cancel or withdraw your registration for an event seven (7) days or more before the event, a refund less an administration fee of 25% (up to a maximum of \$100) will be given.

No refunds will be given if you cancel or withdraw six (6) days or less prior to the event.

No refunds will be given if you did not attend and event.

You are advised to ensure your equipment is able to run the application prior to the start of the event. Refunds can not be given if failure to connect is due to the system capabilities of users' technology

Cancellation by ARATA:

ARATA reserves the right to cancel or postpone any education or other event. If this occurs registration fees paid will be refunded in full. ARATA will not be liable for any additional expenses incurred by registrants

ARATA will uphold the rights of all participants to a safe and respectful event, reserving the right of the moderator to remove any registrant if any behaviours are deemed unsafe or disrespectful to participants and speaker. In these circumstances, ARATA will not be liable for any refund.