

# Attendance and Cancellation Policy

Version No: 1 Board Approved Date: 15 September 2017

## 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 or the Australasian Management Challenge and to define the required time frames and costs involved with cancelling a registration.

This policy is divided into five 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
- Events Cancellation (general)
- Learning and Development Programs Cancellation
- Rural Management Challenge Cancellation
- Australasian Management Challenge 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 of regional subsidiaries and
- Local Government Professionals Australia, SA invited guests

## Event Registration Cancellation (general)

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 events, excluding our Learning and Development Programs, the Rural Management Challenge and the Australasian Management Challenge.

Cancellations Received	Refund
More than 2 weeks prior to event	100% refund
Between 2 weeks and 1 day prior to event	50% refund
On the day	No refund

**Note:**

- 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 practical.
- 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.

## Learning and Development Program 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 Learning & Development programs:

Cancellations Received	Refund
More than 7 weeks prior to commencement	100% refund
Between 7 weeks and 4 weeks prior to commencement	50% refund
Within 4 weeks of commencement	No refund

**Note:**

- 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 practical.
- 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.

## 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
More than 32 days prior to event	75% refund
Between 31 days and 15 days prior to event	50% refund
Within 14 days of the event	No refund

### Note:

- 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 practical.
- 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.

## 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)

## 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.

## Roles and Responsibilities

Department / Area	Role / Responsibility
Chief Executive Officer	Oversee the implementation of the Attendance and Cancellation Policy.
Board	Review and approve appropriate policies.

## Monitoring and Evaluation

The Board will monitor and review its **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