



AUSTRALASIAN COLLEGE OF SPORT AND EXERCISE PHYSICIANS

P046 – Event and Course Cancellation, Refund and Transfer Policy

1. Purpose

The Australasian College of Sport and Exercise Physicians (ACSEP) Event and Course Cancellation, Refund, and Transfer Policy outlines the requirements for seeking refunds, partial refunds, and course transfers for ACSEP events and courses including, but not limited to, the ACSEP Annual Scientific Conference and the Management of Sports Trauma (MOST) and Musculoskeletal Ultrasound Courses.

2. Scope

This policy applies to individuals who have purchased registration to an ACSEP event or course and does not refer to any other ACSEP fees or payments.

3. Policy Statement

3.1 Event or course changes by ACSEP

- ACSEP reserves the right and has sole discretion to:
 - i) change the location, timing, content, speakers, format or other aspects of any planned event or course;
 - ii) postpone and/or cancel a course or event at any time and for any reason.
- ACSEP will seek to provide adequate notice of planned changes, postponements or cancellations of courses/events to those registered.
- If a course/event has been cancelled by ACSEP and not rescheduled, ACSEP will refund the cost of the registration to individuals.
- If a course/event has been postponed and an individual is unable to attend the rescheduled course/event date, the ACSEP will refund the cost of the registration to the individual.
- ACSEP is not responsible for any losses or expenses incurred by individuals registered for events/courses as a result of changes, postponements or cancellations of an event or course.

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3.2 Annual Scientific Conference Refunds

- Individuals who have registered for the ACSEP Annual Scientific Conference can request a refund in writing and refund requests will be processed within 14 working days.
- Individuals seeking a refund for the Annual Scientific Conference will be charged an Administration Fee as per the current Fee Schedule listed on the ACSEP website.
- If a refund request is received within 15-30 days of the event, individuals will receive a refund of the total registration fee less the administration fee.
- If a refund request is received within 14 days of the event, individuals will receive a refund of 50% of the registration fee less the administration fee.
- Registrations for the Annual Scientific Conference cannot be deferred to a future event.

3.3 Course Refunds:

- Refunds can be requested in writing **up to 30 days** before the date of the ACSEP Course and refund requests will be processed within 14 working days.
- All inquiries and applications for refunds must be emailed to nationaloffice@acsep.org.au.
- Alternatively, a course transfer is available for cancellations made within 30 days of the MOST Course (see section 3.5 below).
- An administration fee (as per the current Fee Schedule listed on the ACSEP website) will be charged for all refunds.

3.4 Partial Course Refunds:

- Partial refunds **within 30 days** of an ACSEP Course are available at the discretion of the College and may be granted in cases of illness, personal circumstances, or emergencies.
- Applications for a partial refund must be emailed to ACSEP National Office with evidence of the special circumstances. The College will review the request and provide notification of the decision within 14 days.
- Partial refunds will be processed within 14 working days of a positive decision from the College.
- All inquiries and applications for partial refunds must be emailed to nationaloffice@acsep.org.au.

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- Alternatively, a course transfer is available within 30 days of the MOST or Ultrasound Course.
- An administration fee (as per the current Fee Schedule listed on the ACSEP website) will be charged for all partial refunds.

3.5 Course Transfer:

- It is possible to request a transfer to the equivalent ACSEP course on an alternative date, subject to course availability.
- All requests for a course transfer must be emailed to the ACSEP National Office with preferred alternative course dates from the published schedule of ACSEP courses.
- The transfer request will be confirmed within 7 days and is contingent upon available places. The decision of the College regarding course transfers is final.
- All inquiries and to applications for course transfers must be emailed to nationaloffice@acsep.org.au
- An administration fee (as per the current Fee Schedule listed on the ACSEP website) applies to all course transfers.

4. Key Documents

- *P008 - Delegations Authority Policy*
- [ACSEP Fee Schedule](#)

APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	ACSEP Board of Directors
Advisor or Advisory Committee to Approval Authority	CEO
Administrator	CEO
Next Review Date	August 2026

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Approval and Review	Details
Notes	V1 8/8/2023 created by ACSEP COO V2 26/6/24 – Reviewed & updated by Policy Officer & Events Coordinator

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