



CANCELLATION & REFUND POLICY

Master Painters Association Victoria & Tasmania events includes all events offered by MPA including Professional Development courses, Training Courses, Awards for Excellence and MPA Golf Day.

PROFESSIONAL DEVELOPMENT & TRAINING COURSES POLICY

Cancellation & Refund

If you are cancelling your registration to attend and are applying for a refund, you need to contact the MPA Office via email or phone call.

If notification is received:-

• *More than 7 days from course date*

There are no refunds on training courses.

Registrants will be offered a postponement to attend the next training course date. One 1 postponement per person is permitted. After that, any monies paid will be forfeited.

• *Less than 7 days from course date*

Course fees will not be refunded 5 working days from event date or allocated to another MPA event. A full refund will be given to all registrants if an event has been cancelled by MPA.

Non Attendance

If a registered attendee fails to attend a training course for which they had registered, the course fees will not be refunded or allocated to another MPA event.

AWARDS FOR EXCELLENCE POLICY

Cancellation & Refund

If you are cancelling your registration to attend and are applying for a refund, you need to contact the MPA Office via email.

If notification is received:-

• **More than 21 days from event date**

Cancellations will be accepted at the discretion of the MPA. Subject to conditions, cancelling more than 21 days prior to the event will receive an appropriate refund (minus 20% cancellation fee) within 7 business days after the event. Refunds are entirely at the discretion of the MPA.

• **Less than 21 days from event date**

Full ticket fees will be forfeited unless the tickets can be onsold.
Paid ticket fees for a postponed event will be honoured at the new event date.

Non Attendance

If a registered attendee fails to attend event for which they had registered, the ticket fees will not be refunded or allocated to another MPA event.

GOLF DAY POLICY

Cancellation & Refund

If you are cancelling your registration to attend and are applying for a refund, you need to contact the MPA Office via email.

If notification is received:-

• **More than 14 days from event date**

Cancellations will be accepted at the discretion of the MPA. Subject to conditions, cancelling more than 21 days prior to the event will receive an appropriate refund (minus 20% cancellation fee) within 7 business days after the event. Refunds are entirely at the discretion of the MPA.

• **Less than 14 days from event date**

All monies paid will be forfeited.

Non Attendance

If a registered attendee fails to attend event for which they had registered, all monies paid will be forfeited.