

### 1. Purpose

The purpose of this document is to outline the CAUDIT policy in relation to refunds of CAUDIT membership subscriptions, subscriptions collected on behalf of other entities, CAUDIT meetings, conferences, study tours, and other events.

### 2. Introduction

At present, CAUDIT's main income stream is derived from paid membership subscriptions. These funds are used to progress initiatives outlined in the CAUDIT Strategic Plan and to support operational activities. In addition, CAUDIT offers a number of events each year. These include:

- Members' meetings
- conferences, Community of Practice and other general events
- Professional Development programs
- study tours.

CAUDIT is required to sign contracts for a minimum expenditure for all events. Therefore, should numbers fall below those that CAUDIT is contracted to, CAUDIT is still subject to the associated cancellation and refund policies of the supplier. In most instances a minimum expenditure is required regardless of the number of delegates that subsequently register to attend events. CAUDIT estimates delegate attendance based on historical data and enters into contractual arrangements with vendors accordingly.

It should be noted that CAUDIT events are operated on a cost recovery basis and are not designed to make profit.

### 3. Refund Conditions

CAUDIT will process refunds according to the following conditions:

#### 3.1 Membership Subscriptions

3.1.1 CAUDIT will not offer refunds relating to paid CAUDIT membership subscriptions. In the event that a member resigns from CAUDIT, they forfeit the right to claim any pro-rata paid membership subscriptions.

3.1.2 Membership subscriptions are CAUDIT's primary income source each year. As a result, CAUDIT may have already entered into arrangements that financially and legally commit it to provisioning services for members for the entire year based on the anticipated revenue from membership subscriptions.

#### 3.2 Fees collected on behalf of other parties

3.2.1 Under current arrangements, CAUDIT may be asked to collect membership fees on behalf of other organisations; for example AusCERT, VDIT, AeRO.

3.2.2 Where CAUDIT has collected membership fees on behalf of another organisation, and the member subsequently cancels their membership with that entity, the member will be subject to the other organisation's refund policy. The member must liaise with



them directly regarding a refund of monies collected by CAUDIT on the organisation's behalf.

3.2.3 CAUDIT will not pay refunds on behalf of other entities other than those covered by 3.2.2 above.

### 3.3 Members' Meetings

3.3.1 Where practical, CAUDIT will open registrations for Members' no less than 30 days prior to commencement of the event.

3.3.2 At the time that registrations open, delegates will be provided with pre-held accommodation options. Information will be made available to members on how accommodation can be booked at the selected venue/s. CAUDIT does not book or pay for accommodation on behalf of delegates attending CAUDIT Members' meetings. Delegates confirm accommodation at their own risk and accept the accommodation provider's cancellation policy accordingly.

3.3.3 CAUDIT Members' meeting registration fees are transferable to other appropriate institution representatives at any time. Where a member registers for an event, subsequently cancels their registration and no transfer of participant is made, the following refund principle shall apply:

- In most instances CAUDIT is required to book non-refundable items on behalf of participants. A refund will be issued for the balance of the registration fee after any expenses incurred by CAUDIT relating to the event (eg pre confirmed catering, AV etc.) have been recouped.

3.3.4 All refunds will be calculated immediately following the event and the recipient advised of the outcome accordingly.

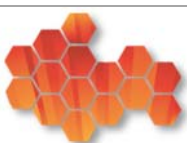
### 3.4 Conferences, Community of Practice and other general events

3.4.1 Where practical, CAUDIT will open registrations for conferences and events no less than 30 days prior to the commencement of the conference.

3.4.2 At the time that registrations open, delegates will be provided with accommodation options. CAUDIT does not book or pay for accommodation on behalf of delegates attending CAUDIT conferences and other events. Delegates confirm accommodation at their own risk and accept the accommodation provider's cancellation policy.

3.4.3 CAUDIT conference and other event registration fees are transferable to other appropriate institution representatives at any time. Where a delegate registers for an event, subsequently cancels their registration and no transfer is made the following refund principle shall apply:

- In most instances CAUDIT is required to book non-refundable items on behalf of participants. A refund will be issued for the balance of the registration fee after any expenses incurred by CAUDIT relating to the event (eg pre confirmed catering, AV etc.) have been recouped.



3.4.4 All refunds will be calculated immediately following the event and the recipient advised of the outcome accordingly.

### 3.5 CAUDIT Professional Development Programs

3.5.1 Participants offered a place on the CAUDIT Leadership Institute, the CAUDIT Managers Program and any other PD program facilitated by CAUDIT will be required to pay the full registration fee within 30 days of receipt of a tax invoice from CAUDIT.

3.5.2 If a participant withdraws from the program but an approved substitute is agreed to, the registration fee is transferrable to another delegate from the same institution.

3.5.3 In most instances CAUDIT is required to book non-refundable items on behalf of participants. A refund will be issued for the balance of the registration fee after any expenses incurred by CAUDIT relating to the event (eg pre confirmed catering, AV etc.) have been recouped.

3.5.5 All refunds will be calculated immediately following the event and the recipient advised of the outcome accordingly.

### 3.6 Domestic Study Tours

3.6.1 Participants offered a place on a CAUDIT domestic study tour may be required to pay an initial deposit by a nominated due date. This deposit is non-refundable but is transferable subject to CAUDIT's contractual obligations relating to the tour.

3.6.2 In most instances CAUDIT will be required to book non-refundable and sometimes non-transferable items on behalf of domestic study tour participants. A refund will be issued for the balance of the registration or deposit fee after any expenses incurred by CAUDIT relating to the event (eg non-transferrable items, pre confirmed catering, AV etc.) have been recouped.

3.6.3 If a domestic study tour participant withdraws from a domestic study tour but is able to provide an acceptable substitute delegate, CAUDIT will make every attempt to transfer the tour arrangements. However, the participant's institution is responsible for any and all transfer costs incurred by CAUDIT.

3.6.5 With respect to travel insurance for domestic study tours, participants are encouraged to secure travel insurance either through their institutional policy or through a personal policy that covers them for unforeseen cancellations.

3.6.6. All refunds will be calculated immediately following the event and the recipient advised of the outcome accordingly.

### 3.7 International Study Tours

3.7.1 Participants offered a place on a CAUDIT international study tour may be required to pay an initial deposit by a nominated due date. This deposit is non-refundable.

3.7.2 In most instances CAUDIT will be required to book non-refundable items on behalf of international study tour participants. A refund will be issued for the balance of the



registration or deposit fee after any expenses incurred by CAUDIT relating to the event (eg non-transferrable items, pre confirmed catering, AV etc.) have been recouped.

3.7.3 If an international study tour participant withdraws from a tour CAUDIT will assist in offering a transfer of registration to an alternative party subject to supplier conditions. Any expenses incurred as a result of the transfer are at the expense of the participant's institution.

3.7.5 With respect to travel insurance for international study tours, participants are encouraged to secure travel insurance either through their institutional policy or through a personal policy that covers them for unforeseen cancellations.

3.7.6 All refunds will be calculated immediately following the event and the recipient advised of the outcome accordingly.

### 3.8 THETA

3.8.1 THETA conferences are held every two years and are underwritten by CAUDIT. A Professional Conference Organiser (PCO) is engaged to manage THETA conferences. However, organisational contributions are made by CAUDIT, CAUL and ACODE under a THETA partnership agreement. The PCO manages a number of aspects of the conference, including the registration process. However, the following conditions may apply to THETA registrations.

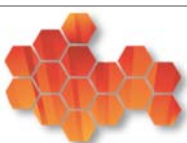
3.8.2 Where practical, registrations for THETA conferences will open 90-days prior to the commencement of the event. The PCO will advertise to identified stakeholders that registrations are open and will manage all aspects of the registration process, including issuing of registration invoices and receiving payments. Registration invoice payment terms will be notified to delegates at the time of registration. It should be noted that THETA registration payment terms may differ depending on commercial arrangements made between CAUDIT, the PCO and vendors.

3.8.3 At the time that registrations open, delegates will be able to select their preferred accommodation based on options secured by the PCO. The PCO will arrange accommodation block bookings in conjunction with advice from CAUDIT. Delegates will normally be required to pay for accommodation at the time of paying for conference registration. Individual hotel cancellation policies may apply and this is managed by the PCO.

3.8.4 THETA conference registration fees are transferable to other appropriate institution representatives at any time. Where a delegate registers for THETA, subsequently cancels their registration, and no transfer is made the following apply:

- 90 – 60 days before the event: 25% of the registration cost to be paid
- 59 – 31 days before the event: 50% of the registration cost to be paid
- Less than 31 days before the event: 100% registration cost to be paid.

Specific refund arrangements are agreed between CAUDIT and the PCO for each THETA conference and may vary from this.



### 4 Refund Authorisation

All refund requests must be made in writing to CAUDIT. An email is sufficient for this purpose. Standard refund requests that meet the refund conditions outlined above can be emailed to [caudit@caudit.edu.au](mailto:caudit@caudit.edu.au). Refund requests that are extenuating and that do not fit within the conditions outlined above should be made in writing to the CAUDIT CEO via email at [caudit@caudit.edu.au](mailto:caudit@caudit.edu.au) or via your CAUDIT point of contact. Alternatively, any written request for a refund can also be made to CAUDIT at the following postal address:

CAUDIT Incorporated  
PO Box 9432  
DEAKIN ACT 2600  
Australia

Applications for refunds will only be assessed during normal business hours. In the event that an application for a refund is made outside of normal business hours it will be deemed to have been received on the following business day. The business day that CAUDIT receives the application will be the date applied to the refund conditions.

An application for a refund must clearly state the reason that the refund is being requested and any necessary supporting documents. All applications will be assessed on an individual basis and according to the CAUDIT refund conditions. However, CAUDIT reserves the right to take into consideration extenuating circumstances and to vary the refund conditions based on individual circumstances. Any variances from the standard CAUDIT refund conditions must be approved by the CAUDIT CEO.

### 5 Refund Method

Currently, CAUDIT accepts the following payment types:

- Direct Deposit
- Credit Card payment

Where a refund is approved, CAUDIT will pay the refund via Electronic Funds Transfer (EFT) to the institution's nominated bank account.

CAUDIT will endeavour to process refunds within 14 business days of a refund being authorised. However, this processing time may be impacted by operational demands.

Approved:	CAUDIT Executive Committee – 5 September 2017.
Date for Review:	2020
Access:	Public

