SOCIETY OF AUSTRALIAN GENEALOGISTS

Refund Policy for Events and Courses

1. Events where the registration fee is $50 AUD or less

    a. Registrants can withdraw any time prior to the start of the event by emailing admin@sag.org.au
    b. No refund will be given. A credit equal to the registration fee paid for the event will be provided

2. Events where the registration fee is over $50 AUD

    a. If the Society is notified of the cancelation 14 days or more before the event or course commences the registrant will have the choice of a full refund, a transfer to another date (if available) or a credit equal to the registration fee paid

    b. If the Society is notified less than 14 days before the event or course commences the Society will retain 25% of the course fee, the remainder will be refunded or credited

3. Courses over $50 AUD with caps on the number of attendees

    a. If the Society is notified of the cancelation between 14 days to 48 hours before the event or course commences **and** the place can be filled from the waitlist the registrant will have the choice of a full refund, a transfer to another date (if available) or a credit equal to the registration fee paid.

    b. If the Society is notified of the cancelation less than 14 days before the event of course commences and the place is **not able to be filled** from the waitlist the Society will retain 25% of the course fee, the remainder will be refunded or credited

4. If an attendee is unable to participate in an online event because of a connectivity issue or problems with their device, the attendee is not eligible for a refund

5. The Executive Officer of the Society has the discretion to waive any of the above provisions in exceptional circumstances