



SMSF Association Refund & Cancellation Policy

DATE: 27 September 2017

The SMSF Association hosts a variety of events throughout the year. The following provides a summary of the Association's Policy concerning any request to cancel, substitute another person or request a refund of fees for our events.

SMSF Association National Conference

- Registration cancellations received up to 5:00pm 30 days before the Conference may be eligible to receive a full refund less AUD\$230 administration fee.
- Any cancellation received less than 30 days prior to the Conference will not be eligible to receive a refund.
- Attendee substitutions to another person of your organization can be made until the event commences. This may be subject to a price adjustment if applicable.
- A credit may be held to be applied to any other SMSF Association event however this is subject to approval and cannot be applied to membership fees.
- All cancellations and substitutions must be made in writing to the conference office smsfnc@wsm.com.au

All other events

- Registration cancellations must be received in writing within 3 business days prior to the event.
- Any refunds issued can only be applied against other events run by the SMSF Association and cannot be applied to membership fees. This will be subject to a credit note applied to your account or a refund with an administration fee of up to AUD\$75.
Note: Where there is no upcoming SMSF Association events scheduled in your region, a refund minus an administration fee will be issued in place of a credit note (at SMSF Association discretion).
- Attendee substitutions to another person can be made until the event commences. This may be subject to a price adjustment if applicable
- All cancellations and substitutions must be made in writing to events@smsfassociation.com

Exceptional Circumstances

- Should exceptional circumstances for a refund exist an application can be made to the Association for consideration to events@smsfassociation.com

Event Cancellation by SMSF Association

- Where an event is cancelled by the SMSF Association a full refund of event registration will be issued to participants