

Gold Coast Potters Association

Cancellation and Refund Policy

Classes, Workshops and Events



INTRODUCTION

In accordance with Australian consumer law, the Association is not required to provide a refund if you change your mind. However, we recognise that unforeseen circumstances arise which requires people to reassess their priorities and commitments.

This policy specifically applies to classes, workshops and events in which members of our community have registered and paid to participate. The circumstances under which a refund is granted, and the applicable cancellation fee, is based on the following considerations:

- Classes, workshops and events require a minimum number of attendees to ensure the financial viability of running that event.
- The closer we get to the scheduled date of the event or commencement of class term, the more difficult it is to substitute the places left vacant as a result of attendees cancelling their booking.
- Withdrawal from classes, after the commencement of term, may result in loss of income for the Association's teachers.
- Cancellation of classes, workshops and events creates additional work for our teachers and volunteers.
- The Association is accountable for cancellation fees that workshop facilitators may impose.

NOTIFICATION and CANCELLATION FEES

Notification of cancellations must be in writing, via email, even where that notification is first given face-to-face or by phone.

The date of cancellation is taken from the day the email is received. The primary contact email for cancellations is info@goldcoastpotters.com along with the respective teacher and/or markets (markets@goldcoastpotters.com) or events coordinator (events@goldcoastpotters.com) depending on the type of event cancellation.

Where cancellations occur, the following refund and fees apply:

- Greater than 30 calendar days notification - 100 % refund.
- Between 15 and 30 calendar days notification - 50% refund.
- 14 or less calendar days notification – No refund.

For example, if a \$200 workshop is cancelled 15 days prior to the event, a \$100 refund is granted.

Refunds are typically processed with 14 working days of written notification.

FORCE MAJEURE

Where unforeseen circumstances such as natural disasters, health pandemics or other uncontrollable events occur, the Association has the discretion to review the above terms.

SUBSTITUTING and BACKFILLING

A person cancelling their classes, workshop or event may choose to arrange a substitute person. A full refund is provided 14 days following receipt of the substitute's payment.

When cancellations occur, teachers and volunteers of the Association undertake their best efforts to back fill and re-sell the vacancy (classes, workshops or events). Where tickets are able to be re-sold, a full refund is provided within 14 days.

DISCRETIONARY CIRCUMSTANCES

The Association's Cancellation and Refund Policy is the standard for managing cancellations however exceptional circumstances will be considered. For example, medical emergencies, death of immediate family member. In extreme circumstances, the Association will consider refunds, rescheduling and/or holding funds to be applied to an alternative event in future.

Individual teachers also have discretionary approval to make alternative arrangements so long as the loss, resulting from the cancellation, does not impact the financial agreements made with the Association.

GCPA CANCELLATIONS

In unavoidable circumstances where it is the Gold Coast Potters Association that cancels a class, workshop or event, then refunds will be granted. The cause of such cancellations may relate to extreme weather, pandemics, or injury and illness.

In the case of classes, the refund would be on a pro-rata basis. That is, if classes have commenced, the refund is for the remainder of the term or specific number of classes that have been cancelled.