

## **CANCELLATION POLICY:**

This refund policy is for Housing Supply Association events, workshops, seminars, conferences and any other ticketed affair.

It is important that you ensure you register for the event(s) that you would like to attend. If you would like to seek some assistance before you finalise your registration for an event please contact Housing Supply Association (HSA) via email ([members@housingsupplyassociation.org.au](mailto:members@housingsupplyassociation.org.au)) or phone (02 8377 3951). Refunds are not available if you simply change your mind. However, if your circumstances change, please contact HSA to amend your registration(s) for your selected event(s).

## **REGISTRATION CANCELLATION POLICY:**

Should your circumstances change and you are unable to attend a booked event, workshop, seminar, conference or other ticketed affair, you must contact Housing Supply Association no later than 15 days prior to the specific event. A cancellation fee of 10 percent will apply to cover costs incurred in relation to the cancellation. If you cancel less than 15 days prior to the start of an event no refund will be available. In certain circumstances, HSA will allow for replacement persons to attend in place of the person who initially registered and paid for the event. To confirm this please contact HSA.

## **REFUND PROCESSING:**

Housing Supply Association will refund any fees paid to HSA as a result of amending your registration and/or associated requirements, after taking into consideration this cancellation policy, within 14 business days of receiving a refund request in writing to either the Secretary or the dedicated membership officer. Credit card charges are non-refundable. Refunds will only be processed to the credit card or bank account of the individual, organisation or institution from which the payment was initially received.

## **MEMBER LAPSE:**

If you have pre-booked an event (or events) which occur after your Membership lapses, you will be required to pay the difference between the Member and non-Member rates in order to attend the event/s. If you do not wish to attend the event/s anymore you are subject to the cancellation policy guidelines as stipulated above. If you do not, or refuse to, pay the difference or renew your Membership before the event, or have not requested a refund within the Cancellation Policy guidelines, you will be ineligible to attend the event/s and forfeit 100% of your booking fee.

## **EVENT CANCELLATION OR POSTPONEMENT:**

Where an event has to be cancelled or postponed due to unforeseen circumstances, HSA will endeavour to process a full refund within 14 days of such notification being made.

## **ACCOMMODATION:**

Any event that has accommodation booked, either by the participant or by an HSA representative, will be that of the individual cancellation and refund policy of the accommodation venue. If you do not cancel and do not attend you are still subject to the entire fee.

## SECURITY POLICY:

Housing Supply Association maintains a secure database of each customer's details, purchases, bookings and payments.

All payments are processed via a secure payment gateway in conjunction with the membership database. Credit card numbers and or any other payment details are not stored on this database.

HSA will not under any circumstances release personal details to any third parties, except where required to do so by law. Personal data is strictly maintained and protected.

All HSA members will receive a unique identifier to use in the member's portal. With this you will receive your password for access to this portal. You should not share your HSA member password with others. If your password is lost or stolen, you can reset your password via the membership portal.

If you have any queries regarding Housing Supply Association's policies please contact us at:

Housing Supply Association

Unit 51, 2 O'Connell Street Parramatta NSW 2150

E: [members@housingsupplyassociation.org.au](mailto:members@housingsupplyassociation.org.au)

P: 02 8377 3951