



<b>POLICY NAME:</b>	<b>Cancellations</b>
<b>POLICY LEVEL:</b>	Operations
<b>REGULATORY, STATUTORY, ORGANISATIONAL COMPLIANCE</b>	Organisational Compliance
<b>OTHER DOCUMENTATION</b>	
<b>POLICY STATEMENT</b>	This policy seeks to provide guidance to staff when processing requests for cancellation from participation in Arrow Leadership programs and activities.
<b>DATE APPROVED:</b>	13 January 2016
<b>REVIEW SCHEDULE:</b>	Every 3 years

Arrow Leadership is committed to providing consistently high quality teaching and learning experiences. To this end, we seek to have a healthy balance of participants who reflect gender, geographic, ethnic, and denominational diversity.

As the commencement of a program or conference approaches there are a number of critical dates when a cancellation may result in Arrow incurring non-recoverable costs.

In order to maintain integrity of programming and to minimise financial exposure, the following terms will be applied in regards to penalties for cancellation.

## 1. Definitions

For the purposes of this policy:

“the program” means the Emerging Leaders Program or the Executive Leaders Program, as the case requires;

“First Residential” means the date the cohort meets for the first time at a conferencing facility to receive teaching and learning in an on-site format;

“Induction Day” means the day when a group smaller than the whole cohort gathers in preparation for the program prior to the First Residential (if for whatever

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reason an Induction Day has not occurred the Induction Day will be deemed to be eight weeks prior to the First Residential);

“Program Fees” means the total fees declared for participating in the relevant program (Emerging Leaders Program or Executive Leaders Program);

## 2. Emerging & Executive Leaders Program

Upon payment of deposit, a participant has secured his/her spot in the program.

Advice of cancellation:

- Greater than 8 weeks prior to the Induction Day, will result in the relinquishment of half the deposit, unless the applicant defers on one occasion only his or her participation to another cohort that starts within 12 months.
- Between 4 and 8 weeks prior to the Induction Day will result in the relinquishment of the deposit paid, unless the applicant defers on one occasion only his or her participation to another cohort that starts within 12 months in which case half the deposit will be relinquished.
- Less than 4 weeks prior to the Induction Day, all of the deposit will be relinquished and the participant will be liable for 10% of the Program Fees, unless the applicant defers on one occasion only his or her participation to another cohort that starts within 12 months in which case the deposit will be relinquished.
- After the Induction Day, but prior to First Residential, all of the deposit will be relinquished and the participant will be liable for 25% of the Program Fees, unless the applicant defers on one occasion only his or her participation to another cohort that starts within 12 months in which case the deposit will be relinquished and he or she will be liable to pay 10% of the Program Fees.
- After the First Residential, but 4 weeks before the Second Residential, all of the deposit will be relinquished and the participant will be liable for 50% of the Program Fees, unless the applicant defers on one occasion only his or her participation to another cohort that starts within 12 months in which case the deposit will be relinquished and he or she will be liable to pay 35% of the Program Fees.
- Within 4 weeks of the Second Residential or after the Second Residential all of the deposit will be relinquished and the participant will be liable for 70% of the Program Fees.

## 3. Events

Event registration cancellation may entitle the attendee to a refund, depending upon the timing of the receipt of the notice of cancellation. No refund will be available within 14 days of the event or after delegate numbers have been provided to the venue hosting the event, which ever is the earliest.

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#### 4. Conferences

Conference registration cancellation will entitle the delegate to a refund, dependent upon the timing of the receipt of the notice of cancellation.

Advice of cancellation:

- Greater than 8 weeks prior to the first day of the conference, will result in a refund being extended, less \$20 administration processing fee.
- Between 2 and 8 weeks prior to the first day of the conference, will result in the relinquishment 50% of the conference fee or \$60, which ever is greater.
- Less than 2 weeks prior to the first day of the conference will result in the relinquishment of 100% of the conference fee.

#### 5. Date of Implementation

This policy document shall be fully implemented from 13 January 2016.

<b>APPROVED:</b>																	
Signature:																	
Name:	<b>Liam Glover</b>																
Title:	<b>Executive Director</b>																
Date:	13 January 2016																
<b>REVIEW:</b>	<table border="1"> <tr> <td>Review 1</td> <td>22/02/2019</td> <td>Version No.1.1</td> </tr> <tr> <td>Review 2</td> <td>___/___/___</td> <td>Version No.</td> </tr> <tr> <td>Review 3</td> <td>___/___/___</td> <td>Version No.</td> </tr> <tr> <td>Review 4</td> <td>___/___/___</td> <td>Version No.</td> </tr> <tr> <td>Review 5</td> <td>___/___/___</td> <td>Version No.</td> </tr> </table>		Review 1	22/02/2019	Version No.1.1	Review 2	___/___/___	Version No.	Review 3	___/___/___	Version No.	Review 4	___/___/___	Version No.	Review 5	___/___/___	Version No.
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