Refunds/Return Policy

* Membership fees
  + Annual membership fees are not refundable.
* Publications
  + A refund of 80% would be available to publications returned to the APEN Secretariat following arrangement with APEN [info@apen.org.au](mailto:info@apen.org.au)
* Mentoring fees
  + The fee paid by the mentee may be eligible for refund if they are unable to participate for any reason.
    - should the mentee or the mentor withdraw after three months of the nine-month scheme 60% would be available,
    - 30% after six months and
    - 15% after 7 months.
* APEN Events
  + If a registrant is unable to participate in an event for any reason, they may substitute someone else by arrangement with APEN [info@apen.org.au](mailto:info@apen.org.au)
  + Where the registrant is unable to attend, and is not in a position to transfer their place to another person, then the following refund arrangements apply:
    - More than 35 days before the event the refund will be 80% of the registration fees.
    - More than 7 days before the event the refund will be 50% of the registration fees.
    - Registrations cancelled less than 7 days before the event will not be eligible for a refund.
  + If there is an associated publication, registered participants, who are for whatever reason unable to attend, will be e-mailed a copy to the email provided upon registration..

**Refunds will be made in the following ways:**

* For payments received by credit or debit cards, where the facility is available through the payment gateway, the same credit/debit card will be refunded.
* For all other payments, a bank transfer will be made to the payee nominated account or by BPay to provided credit card BPay details.

Please note: For payments received from outside Australia by bank transfer, the refund will be made by bank transfer and all bank charges will be for the registrant’s account.

The policy as stated on this page is valid from April 2020.