

## VLGA Cancellation Policy – *Councillors & Land Use Planning* Professional Development Workshop

1. The event will take place on 29 April 2022.
2. Cancellations made on or before 15 April 2022 may receive a full refund of the ticket price.
3. Cancellations made between 16 April 2022 and 25 April 2022 may receive a 50% refund of the ticket price, or credit towards future VLGA events (as preferred).
4. Cancellations made on or after 26 April 2022 will not receive a refund or credit unless a valid reason for cancellation is provided.
5. Illness, infirmity or family emergency may constitute a valid reason for cancellation, with the determination up to the discretion of the VLGA. A full credit may be provided.
6. If the registrant is required to isolate as a suspected or confirmed case of COVID-19, close contact or awaiting test results, this may constitute a valid reason for cancellation. We ask that all registrants err on the side of caution and do not attend if experiencing symptoms or feeling unwell. A full credit may be provided.
7. The VLGA reserves its rights to exercise discretion in the provision of credit or refund due to cancellation by the registrant.
8. Should the event need to be postponed or cancelled due to unforeseen circumstances, all registrants will receive a full refund (or credit towards future VLGA events; as preferred). The VLGA will endeavour to provide at least 7 days' notice for any such cancellation, where possible.