

VLGA Cancellation Policy – *Councillors & Land Use Planning* Professional Development Workshop (online)

1. The event will take place on 3 June 2022, online via Zoom.
2. Cancellations made on or before 20 May 2022 may receive a full refund of the ticket price.
3. Cancellations made between 21 May 2022 and 30 May 2022 may receive a 50% refund of the ticket price, or credit towards future VLGA events (as preferred).
4. Cancellations made on or after 31 May 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. The VLGA reserves its rights to exercise discretion in the provision of credit or refund due to cancellation by the registrant.
7. 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.