

IQA Event Cancellation Policy

1. Cancellation or Postponement by the IQA

- 1.1. An IQA event can be an event held in person or virtually. An IQA event is any activity hosted by the IQA and may include Branch events, golf days, site tours or education activity such as workshops and webinars. Where circumstances force the IQA to cancel an event, a refund, limited to the amount paid, will be issued.
- 1.2. Where circumstances force the IQA to postpone an event, a credit will be held for any fees paid and applied to the same event when rescheduled. If a participant is unable to attend the rescheduled event or the event is subsequently cancelled, a refund, limited to the amount paid, will be issued.

2. Cancellation by the Attendee

- 2.1. Cancellations received prior to seven (7) days out from the event, or on or before the advertised cutoff date of the event, will receive a refund, limited to the amount paid.
- 2.2. Cancellations received within seven (7) days of the event or after the advertised cutoff date are not entitled to a refund. Paid registrations can be transferred to other persons from the same organization. Transfers of registration will be accepted up until 48 hours prior to the event.
- 2.3. Some IQA events such as the national conference, H&S conferences and face to face workshops will have event specific terms and conditions. It is the responsibility of the participant to ensure they are familiar with any specific terms and conditions relating to an event.
- 2.4. If a registered attendee fails to attend (in person or virtually) on the day of the event, the person is not eligible for a refund.
- 2.5. Any request for a refund or substitution must be made in writing to iqa@quarry.com.au
- 2.6. All refunds and credits are to be approved by the CEO or Finance Manager.