



Myotherapy Association Australia Events & Workshops Terms and Conditions and Refund Policy

Effective July 2023

By purchasing a ticket to a Myotherapy Association of Australia (MA) run event, workshop, conference or on demand learning resource, you are agreeing to the following terms and conditions and refund policy.

Terms and Conditions:

1. MA reserves the right to alter event program/s without notice, however the program/s are intended to be provided as advertised.
2. MA reserves the right to cancel face-to-face events due to insufficient numbers, speakers unable to present due to illness and/or other personal circumstance and any other external factors which are beyond the control of MA. Registrants will be notified and refunded in full should this occur. The refund amount is limited only to the registration fees paid minus any non-refundable fees, and under no circumstance will MA be liable to flight cancellation charges, accommodation etc.
3. MA will make all reasonable efforts to ensure that the advertised presenter/s present at each event. If a presenter withdraws from presenting at an event, we may replace that presenter with another presenter. You agree that we may validly change or replace a presenters, or change the order of presenters at an event without providing notice to you.
4. MA may change the scheduled date or time of an event or change the event venue or otherwise reschedule an event. In those circumstances, we will make all reasonable efforts to contact registered attendees using the contact details provided to us. For refunds and transfers due to change of date or time please see refund information below.

5. For all online and web-based events MA is not responsible for a registrant failing to access the online event due to technology, availability or overall quality of the recording. MA is not responsible for registrants who fail to download the appropriate software or upgrade the browser before the online event begins. Failure to do so and inability to view the online event or hear the audio is not the responsibility of MA.
6. MA retains Intellectual Property of its online content, unless otherwise specified in contracts between the Association and the Individual Presenter. Content from online webinars/events should not be copied, republished, uploaded or otherwise distributed. You should not sublicense, transfer or otherwise make available any content to any third party for commercial purpose or financial gain. No alteration or modification in any way is allowed to the content without the written permission of the Association.
7. The information expressed in any of the events, workshops, conferences or online webinars or online events represents the opinions of the author/presenter and not necessarily those of MA or its members. The content of these events is for general information only. MA expressly disclaims all liability for any loss or damage arising from reliance upon any information on these program/s. MA's services are limited to co-ordinating, promoting and managing ticket sales for Events and we do not make any warranty in connection with the accuracy of any presenter content. Without limitation, MA accept no responsibility or liability for any presenter content, including any error or omission in any presenter content provided at an event.
8. The subject matter of an event and all presenter content related to that event is solely the responsibility of the presenter. Attendees are solely responsible for determining if an event will be suitable or relevant to their professional development. We make no representation or warranty about the quality of the presenter content, the suitability or relevance of an event to you, or the outcome of any event. Any questions about presenter content may be directed to the presenter.
9. MA may issue an e-certificate of attendance for MA run events on request. All MA members will automatically have their professional development points automatically uploaded to their MA Dashboard upon completion of the MA run event. The ability of an attendee who is not a member with MA to claim any professional development points for attendance at a MA run event is subject to the professional rules governing the attendee's profession and practice.
10. Any dietary requirements must be advised at time of booking if applicable. Please note that catering requirements are finalised a minimum of ten (10) business days prior to event. MA is unable to guarantee that dietary requirement requests made less than ten (10) working days prior will be accommodated.

11. All prices displayed on the MA website are in Australian dollars and inclusive of GST, unless otherwise stated. Full payment must be received in order to be considered registered. Once registered a confirmation email and tax invoice will be issued. Unless otherwise specified in writing, the total amount of the event fee (including any taxes, fees and charges) must be paid in full at the time of registering for an event.

12. MA may in our sole and absolute discretion, either accept or reject your registration for an event.

Refund policy on MA run events, workshops, online events and conferences:

1. If you are unable to attend a scheduled event for which you have purchased a ticket you may be eligible for a refund (see below) or a transfer of your registrations to another MA run event.
2. Transfers are subject to the applicable registration rate and additional payment may be required. Transfers are subject to availability.
3. You are eligible for a full refund of your ticket purchase price (100%) if you notify MA of your refund request in writing fifteen (15) business days or more from the event date.
4. You are eligible for a partial refund of your ticket purchase price (50%) if you notify MA of your refund request in writing between eight (8) and fourteen (14) business days prior to the event date.
5. Refunds are not available if you notify MA within seven (7) business days or less prior to the event date.
6. If you are unwell within five (5) days of the event, a medical certificate must be provided for a refund or transfer to be provided.
7. Refunds and transfers will not be provided for failure to attend without notice.

Event cancelled by MA

If MA cancels an event, ticket holders will be eligible for a full refund of the ticket price or the option to transfer their registration to another MA run event.

The refund amount is limited only to the registration fees paid and under no circumstance will MA be liable for flight cancellation charges or accommodation etc.



If a ticket holder chooses to request a refund, it must be done within fourteen (14) business days of the cancellation announcement.

If a ticket holder chooses to request a transfer to must be done within fourteen (14) business days of the cancellation announcement.

Transfers are subject to the applicable registration rate and additional payment may be required. Transfers are subject to availability.

Event rescheduled by MA

In the event that MA reschedules an event to a different date or time, ticket holders will have the option to attend the rescheduled event or request a refund.

If a ticket holder chooses to request a refund, it must be done within fourteen (14) business days of the rescheduling announcement.

If a ticket holder chooses to request a transfer to must be done within fourteen (14) business days of the rescheduling announcement.

Transfers are subject to the applicable registration rate and additional payment may be required. Transfers are subject to availability.

Cancellations due to positive Covid-19 test

If a ticket holder tests positive for Covid-19 and is unable to attend the event, a refund request can be made. To qualify for a refund, the ticket holder must provide valid documentation, such as a medical certificate or official test result, clearly stating the positive Covid-19 diagnosis.

Refund Policy for Endorsed Events

Please see the specific provider for their refund policy.

Processing of Refunds

Please allow fourteen (14) business days for the processing of refunds.

Refunds will only be deposited to bank accounts or applied to credit cards, no cash refunds available. Refunds are made to the original payment method used for purchase, minus any non-refundable fees.

Refunds will be made solely to the ticket holder and cannot be transferred to another person.

Exemptions

You can apply for exemptions to this policy if you believe there are extenuating circumstances that you wish to bring to our attention. MA understands that circumstances can change for various reasons and will consider cancellations with extenuating circumstances in writing on a case-by-case scenario.

Exemption requests should be made in writing to the MA office and directed to our administration team admin@myotherapy.org.au.

MA reserves the right to modify or amend this refund policy at its discretion, with any changes communicated to ticket holders through appropriate channels.

All enquiries, notices for a refund or additional support requests are to be directed to our customer service team on **03 9418 3913** or email **admin@myotherapy.org.au**