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## CANCELLATION POLICY

### 1. INTRODUCTION

The Sydney Hills Business Chamber (“the Chamber”) provides a variety of events, workshops and services to its members, should the need arise, this policy outlines how cancellation of these are to be dealt with.

### 2. SCOPE

This policy applies to all members, Board members, employees, volunteers, customers, support partners, sponsors, visitors, guests and suppliers of the Chamber.

### 3. POLICY

#### 3.1 Cancellation of Attending an Event/Workshop

Cancellations must be advised via email by at least noon of the Friday prior to the event/workshop. A refund will not be considered for no-shows or cancellations within this period. If you are unable to attend an event due to having to isolate for medical reasons upon the provision of medical certification that in our reasonable opinion establishes your requirement to isolate at the time of the particular event the Chamber will provide you with a credit to attend a similar event of similar value in the future.

A substitution may be made prior to the event/workshop should the registered individual not be available to attend.

The Chamber reserves the right to cancel, alter the content and/or speakers for any event/workshop. Registration fees paid will be fully refunded for cancelled events/workshops. The Chamber is not responsible for travel or accommodation if an event/workshop is cancelled.

#### 3.2 Cancellation of Event Hosting

Event hosting deposits are non-refundable upon cancellation inside ninety (90) days notice of the scheduled event.

Event hosting fees are non-refundable upon cancellation inside thirty (30) days notice of the scheduled event.

#### 3.3 Cancellation of Sponsorship

A minimum two (2) months notice must be given of an intention to cancel a Sponsorship Agreement with the Chamber for a refund/no charge to be considered.

The decision to refund will be made by the Chamber on a case by case basis, dependent on the terms of the Sponsorship Agreement terms and effect on the event supported by the sponsorship.

#### 3.4 Cancellation of Support Partnership

Should a Support Partnership agreement be cancelled by either party prior to the completion of the term of the Support Partnership, then the Support Partner shall reimburse the Chamber the cost of the Chamber having to undertake the re-printing and rebranding of all promotional items for that Support Partnership year to remove the Support Partner’s name and logos.

#### 3.5 Cancellation of Membership

The cancellation, cessation and/or resignation of membership from the Chamber shall be done so in accordance with Clauses 6, 7,8 and 10 of the Constitution of the Chamber.

#### **4. BREACH OF POLICY**

Any member, Board member, employee, customer, support partner, sponsor, guest, visitors and/or supplier to the Chamber who acts in breach of this Policy or any other Policy of the Chamber may face disciplinary action, up to and including termination of employment, membership, and/or engagement.