

Policy Statement

CCI Services (CCI) are committed to ensuring a fair refund process is undertaken. Our policy does not exclude or replace your rights given under Australian Consumer Law and regulations, more information can be found [here](#).

This policy applies to:

The purchasing of CCI Membership and event tickets.

NOTE: This policy does not include products, services or goods purchased from CCI suppliers. Policies issued by relevant suppliers are applicable and should be addressed directly with the supplier.

Refunds Events

Refunds, exchanges and replacements

CCI will only offer a refund or exchange of a ticket if an event is cancelled, rescheduled or significantly relocated (and you cannot or do not wish to attend the rescheduled or relocated event), or to the extent otherwise required by law (including the Australian Consumer Law).

If an event is cancelled, rescheduled or significantly relocated by the CCI, CCI's liability is limited to the amount for which the ticket was purchased (including any fees or charges). Proof of purchase may be required for any refund or exchange. Unless required by law (including the Australian Consumer Law), CCI will not be liable for any other losses incurred by you as a result of the cancellation, rescheduling or relocation of an event, including any travel and accommodation expenses.

CCI will only replace lost, stolen, damaged or destroyed tickets or official receipts if the authenticity of the ticket or receipt can be verified, including proof of purchase, and if you give reasonable notice before the event. CCI may charge a reasonable fee for the replacement of tickets.

You should carefully consider the refund and cancellation policies of travel, accommodation and other goods or service providers when making arrangements for attendance at an event. You may also wish to consider taking out a relevant insurance policy to cover for any losses in the event of cancellation, rescheduling or relocation.

Refunds CCI Membership

Members wishing to cancel their membership will be required to do so in writing by the member's authorised representative either via email with the approved businesses signature or via standard mail ensuring the approved letterhead is used from the business requesting membership cancellation. CCI will confirm in writing that the cancellation has been received along with actions required by the member to for fill the cancelation process. In the event that a CCI member cancels their membership, CCI will pay the remaining pro rata amount of the membership fee for the membership year (membership year 1 July to 30 June) if so requested by the member. All refunded monies will need to be paid into the members nominated business account. If no nominated account is provided by the member before the end of the same membership year, the applicable monies will be forfeited and retained by CCI, CCI will provide notice to the member of such.

Once the member has cancelled its membership in line with this policy, the member will no longer be counted as a CCI member and as such will no longer receive the benefits from CCI or its supplier arrangements, including but not limited to:

1. preferred pricing;
2. specific supplier specific quality standards and communication plan;
3. member only benefits;
4. newsletter specials;
5. contract management; or
6. access to the members area on the CCI website.

No refund of membership money will be available if:-

1. a CCI member ceases to be a registered charity or not for profit under the Australian Charities and Not for Profits Commission Act 2012;
2. is the process of being wound up; or
3. CCI terminates its membership.

Inquiries or Concerns?

If you have any questions about this Refund Policy or questions about how we manage refunds, please contact the office via admin@cciservices.org.au

Related Policies, Procedures, Guidelines

Privacy Policy located at <https://cciservices.org.au>