

Booking Terms and Conditions

1. Registrations

Confirmation

Upon receiving your registration, a confirmation email will be sent to the email address provided. Once the confirmation email has been sent, it is taken that your registration is valid.

A further confirmation is sent to your email address at least five business days prior to the event date.

Please note: On occasion event information may change from when you originally registered, as such it is important to take note of the event details contained in the final confirmation email.

Invoices and Receipts

All registrants receive a confirmation email upon registration. Tax Invoices are also generated at the time of registration and are available to be downloaded as part of the final registration process. Invoices will be addressed to the primary group registrant. It is the responsibility of the attendee to pass this invoice onto their accounts department for processing.

2. Cancellation and Refund Policy - Events

Cancellation – Paid Event

AIHS requests notice of cancellation in writing 7 working days prior to the event date (not inclusive of the event date) for a refund. Cancellations made within seven (7) business days of the event may be considered for a partial refund under exceptional circumstances. Payments cannot be transferred to alternative events. Replacement registrants are welcome at any time and should be notified to events@aihs.org.au

‘No Show Policy’

Where events are free, we ask for at least 5 working days notice of cancellation prior to the event and not including the event day. This notice is to be sent by email to events@aihs.org.au.

The AIHS charges a **\$50 administration fee** for 'no-show' or cancellation received with less than 5 days notice, due to high demand and pre-committed costs. To avoid these fees, we suggest finding a replacement if at all possible. Replacement attendees are welcome at any time.

3. Changes

The AIHS reserves the right to make changes to the event or date if registration numbers are not met. If an event is cancelled, you will be notified in writing and your registration will be transferred to the next available date or a refund made available to you for an event registration.

If a suitable date cannot be found for the course or event, your fee will be refunded in full. The Institute reserves the right to make changes to a published program without notice, however, where possible notification of changes will be made.

4. Photographs

Photographers and videographers may be present at AIHS seminars and events. Please notify the events team if you do not wish to have images of you published or shared. To contact the events team email: events@aihs.org.au or call: (03) 8336 1995

5. Payment

Your registration must be **paid in full 48 hrs before** you attend an AIHS event. The AIHS's terms of payment are **within 7 days** from date of invoice.

If your booking occurs within 7 days of the event date your registration fee must be **paid in full immediately**.

Payments on all **Early Bird Registrations** must be finalised prior to the end of the Early Bird promotional period or standard registration fees will apply.

All payments are made in Australian dollars (AUD) and can be made using the following methods: Credit Card, EFT or via BPay.

Payment via AMEX must be made by phoning the Institute on 03 8336 1995.

6. Privacy and Security Policy

The AIHS collects information as required in order to administer and manage registrations for our seminar and events. If you do not provide all the relevant information including your email address your registration may not be confirmed. The AIHS is committed to protecting the information collected for this purpose and will not make your details available to any third party in any instance.