



Cancellation and Refund Policy

Cancellation and Refund Policy	Version 6.0
Author/Contact Person	Caroline Argent – Branch Director
Responsible Business Unit	Finance
Supporting Documents, Procedures and Forms	N/A
Relevant Legislation	N/A
Circulation	SharePoint
Approval	Branch Director

A customer who cancels their purchase is required to contact The Guild via enquiries@nsw.guild.org.au

In **all** circumstances, the NSW Branch must be notified in writing. Refunds will be paid to the originating bank account as soon as practicable¹. Substitutions can be made in certain situations. All requests for exceptional circumstances must be made in writing.

Learning and Development & Guild Clinical courses

- Enrolments paid are not refunded. A refund will only be processed if a student purchases a course in error and notifies the NSW Branch immediately in writing prior to commencing study or attending a course;
- If a purchaser pays for a course at non-member pricing, whilst the purchaser is a member, a partial refund will be issued to reflect the correct member pricing.

Membership and member-related products

A refund/cancellation to a member will only occur in the following circumstances:

- Where a pharmacy is sold and there is a change in owner, the Guild NSW Branch will refund the membership from date the pharmacy was sold up until the date of which the membership was paid.

Events & Products

- Please note that no refunds will be issued once tickets or products are purchased;
- Transfer of registration is allowed if the NSW Branch is notified at least 2 business days prior to the event. Any difference in fees are required to be paid if the replacement delegate is not entitled to the original rate;
- No refunds will be provided for transfers to a lower fee ticket.

¹ Administration fees will apply.

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Cold Chain Refunds

- A refund will be provided if the purchaser has purchased the incorrect amount of tests;
- If a test, or tests, are purchased at non-member pricing whilst the purchaser is a member, a partial refund will be issued to reflect the correct member pricing.

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