



# Philanthropy New Zealand

## Event Cancellation Policy

### **Purpose**

Philanthropy New Zealand (PNZ) delivers a varied annual event programme which includes a mixture of free and ticketed events. This policy outlines how PNZ will treat cancellations and substitutions, and what level of refund will be payable if a delegate wishes to cancel his or her registration, or if PNZ needs to cancel an event for any reason.

### **Application**

This policy applies to all events run by Philanthropy New Zealand, on its own and in partnership with other organisations.

### **Definitions:**

***Ticketed event:*** Any event where a registration fee is payable.

## Policy Statements

### **1. Substitutions**

For any PNZ event, if you can't attend for any reason, we're happy for someone else to attend in your place. Please try to let us know at least 10 working days beforehand if you can, so we can make sure any special requirements can be catered for and we can make name badges available.

### **2. Free events**

#### ***Cancellation by Philanthropy New Zealand***

If PNZ has to cancel a free event for any reason we will not pay any compensation.

#### ***Cancellation by attendee***

You may cancel your registration to any of our free events at any time with no financial penalty. We request at least 5 working days' notice of any cancellation so that we can make any changes necessary to catering etc.

### **3. Ticketed events**

- Any cancellation for any reason for any PNZ ticketed event must be made in writing to [info@philanthropy.org.nz](mailto:info@philanthropy.org.nz).
- If you are a no-show, this will be treated as an on-the-day cancellation and no refund will be made.
- PNZ runs a variety of events with differing fixed costs and logistical challenges. Our cancellation terms will therefore change from event to event. The cancellation terms for individual events will always be specified on our booking forms.
- In the event of cancellation by the attendee for any reason, an administration fee may be deducted from any refund. The amount deducted will depend on the timing of the cancellation.



- Policy statement 3a outlines specific cancellation terms for individual events.
- Refunds on compassionate grounds will always be considered on a case-by-case basis.

### **3a. Governance & Investment workshops, August 2016**

- If you cancel between the time you register and 30 April we will refund your registration fee minus a \$75 administration fee.
- If you cancel between 1 and 31 May we will refund your course fee minus a 25% administration fee.
- If you cancel between 1 and 30 June we will refund your registration fee minus a 50% administration fee.
- If you cancel on or after 1 July we will refund your registration fee minus a 75% administration fee.

### **4. Payment by Credit Card**

If you have paid by credit card, we will refund the registration fee minus any administration cost to the credit card used to make the payment.

### **5. Payment by Invoice**

- If your invoice is already paid in full at the time of cancellation, you may either choose to be issued with a credit note towards the cost of registering for future events, or to be refunded minus any administration fee applicable
- If you have not paid at the time of cancellation we will update and reissue your invoice to cover any administration fee.

### **6. Changes to events**

Philanthropy New Zealand reserves the right to change the programme details for any event if deemed necessary without notice including, but not limited to, changes to the date and time of the event, speaker(s) and venue. We will endeavour to ensure that the quality of the programme is not diminished. We regret that no refunds will be made if we need to make changes.

### **7. Contact**

If you have any questions about this policy please call us on 04 499 4090 or email [info@philanthropy.org.nz](mailto:info@philanthropy.org.nz).