



## **Artists Society of Canberra Inc**

### **REFUND AND RETURNS POLICY**

As ASOC does not deal in physical goods, refunds are not available for physical products.

The policies for products provided by ASOC are:

#### **Memberships**

There are no refunds on membership payments.

#### **Workshops and courses**

Workshops and courses require a minimum number of enrolments to proceed. Payment must be received in full at the time of booking.

Refunds will only be given at ASOC's discretion and if:

- the workshop or course is cancelled by ASOC (e.g., due to insufficient numbers), or
- when a participant withdraws from a workshop or course more than 14 days prior to the date of commencement, in which case the full amount paid minus a \$30 administration fee will be refunded.

No refund will be given for a withdrawal 14 days or less before the date of commencement of the course or workshop. The participant may organise with another person to attend instead and should pass on all relevant information to that person. He or she also must inform the Workshop Coordinator ([workshop.coordinator@asoc.net.au](mailto:workshop.coordinator@asoc.net.au)) without delay, providing the name, email address and phone number of the person who will be taking their place.

Requests to withdraw from a course or workshop must be made in writing (including by email) to the Workshop Coordinator before the commencement of the workshop. Non-attendance without notification of withdrawal will not receive a refund.

#### **Exhibitions**

For exhibition entries:

- refunds will only be provided in the period up to the close of exhibition entry;
- after the close of the exhibition entry period no refunds will be given for withdrawal of entries; and
- please refer to the terms and conditions for each exhibition.

The terms and conditions for ASOC exhibitions state that all exhibitors are responsible for their own insurance. While ASOC will take all care, it does not accept any responsibility for loss, theft or damage.

The proceeds from the sale of artworks at exhibitions are non-refundable and will be a matter for discussion between the purchaser and the exhibiting artist who has sold the artwork. ASOC will endeavour to provide the artist's contact details to the purchaser.