



MEA Enrolment, Cancellation & Refund Policy

Enrolment

- Enrolment can be made either via on-line registration (via the MEA website) or via hard copy registration form available from the MEA national office or the MEA website.

On-line enrolment Process

- On-line registration requires credit card payment simultaneously. Credit cards accepted are Visa, MasterCard, American Express and Bankcard.
- Payment must be received by MEA no less than 10 working days prior to the commencement of the session
- A tax invoice can be requested during the on-line registration process by clicking on the appropriate on-screen icon. The tax invoice appears on the web browser which can be printed or saved to the registrant's computer.
- An auto-generated Notification of Enrolment email will be forwarded to the registrant within 1 hour of the on-line registration completion. This notification will include the session details, terms and conditions of enrolment as well as the e-way online payment receipt number.

Hard-copy Registration

- Hard copy registration forms are available via the MEA office, the MEA website or downloaded from the various electronic email notifications forwarded to MEA members.
- These registration forms, once completed, can be forwarded via fax, email or mail to the MEA National office.
- Payment can be made via cheque, MasterCard, Visa, American Express, Bankcard, bank draft or via electronic transfer. MEA is committed to maintaining a safe environment for both students and staff, and so keeps a policy of cashless enrolment at all times.
- Payment must be received by MEA no less than 10 working days prior to the commencement of the session
- A Notification of Enrolment letter will be forwarded via email within 3 working days of full payment being received and processed. This notification will list the session details and the terms and conditions of enrolment.

Post Enrolment

- When enrolled for an articulated training session, a Program Learning Expectation form will be forwarded via email to the registrant on confirmation of enrolment. This form is to be returned by the registrant to the MEA office no later than two weeks prior to the commencement of the session.
- A student who completes a session (under extenuating circumstances) but has not paid the complete registration fee for that session will not be issued with a Certificate of Attendance until such monies have been paid in full.

Invoicing and Payment

- Program fees are due 10 working days prior to the commencement of the training.
- All enrolments received by MEA will not be considered as confirmed enrolments unless payment has been received and processed by MEA.
- Cancellations of enrolments are subject to the terms and conditions outlined below.
- Payment can be made via cheque, MasterCard, Visa, American Express, Bankcard, bank draft or via electronic transfer. MEA is committed to maintaining a safe environment for both students and staff, and so keeps a policy of cashless enrolment at all times.
- Where a purchase order is provided, the terms and conditions contained in this MEA document override the terms and conditions specified in that purchase order.



Meetings & Events Australia

Cancellation & Refund

If you are withdrawing from a MEA training or professional development session or applying for a refund, you need to contact the MEA National Office in writing (email, letter, fax or hand deliver).

- *More than 10 working days from course commencement*
A full or part refund is available if MEA is advised of a cancellation more than 10 working days prior to the course commencement date. Registrants must take into consideration prior to requesting a refund that venue, food and beverage, learning materials, presenter etc may have been finalised and confirmed prior to the commencement of the session and therefore would have incurred considerable and non-refundable costs to MEA.
- *Less than 10 working days from course commencement*
Cancellations inside 10 working days from course commencement are subject to full payment to cover fixed cost commitments. Program fees will not be refunded or allocated to another program in these circumstances. MEA can not accept responsibility for changes to work commitments or personal circumstances within this 10 working day period.
- Substitutions are welcome at no extra cost.
- A full refund will be given to all registrants if a session has been cancelled by MEA.

Non Attendance

- If a student fails to attend a program, program fees will not be refunded or allocated to another program.

Goods and Services Tax (GST)

- Prices for articulated courses (those offering a nationally accredited Unit of Competency) are GST inclusive. The portion of the course fee attributable to the education component is GST free, however in accordance with GST legislation MEA is required to charge GST on the portion of the course that relates to catering and workbooks. Tax invoices that comply with GST legislation will be issued for all enrolments. The amount of GST will be separately identified on all tax invoices.

Tax deductibility

- If you undertake a course to gain qualifications for use in carrying out a profession in the course of employment, you may be entitled to claim a tax deduction. At the time you undertake your course there must be a direct connection between the nature of your course and current work activities. The course should either enable you to maintain or improve your skills or knowledge, or lead to increased income upon which your current income earning activities are based.
- You will **not** be entitled to claim a tax deduction for your course fees where you undertake a course to gain new employment or to open up a new business or income earning activity within an occupation or field of employment in which you are not currently working.
- If your employer pays for or reimburses you for your course fees, you cannot claim a tax deduction. This expense may lead to a fringe benefits tax liability for your employer and a reportable fringe benefit on your payment summary.
- The entitlement to a tax deduction for the MEA registration fee will depend upon your individual circumstances. For further information contact the ATO or your tax agent.

General

- MEA reserves the right to cancel, postpone or re-schedule courses due to low enrolments or unforeseen circumstances. Where a refund is due to a participant a full refund cheque will be sent within 30 days.