



## **Cancellation and Refund Policy**

Ratified 09/11/2018

Policy Owner: ACi CIO

## **Cancellation and Refund Policy**

### **1. Purpose**

1.1 The Association of Corporate Investigators (ACi) is committed to providing a fair and transparent policy and procedure for dealing with requests for membership cancellations and subscription refunds. The purpose of this policy is to outline and provide details of the ACi's cancellation process and refund policy.

### **2. Membership cancellations and subscription refunds**

2.1 Membership is for a period of twelve months and starts on the date first payment is received following the submission of an application for membership. Membership subscriptions are paid annually, in advance. In the event that a member's application to join the ACi is declined, the annual subscription, paid at the time of application, will be refunded in full.

Member's annual membership subscriptions must be paid by;

- direct debit or,
- a recurring annual credit, debit, pre-pay or charge card continuing authorisation.

The ACi will give members the option to pay annual subscriptions by;

- Bank to Bank transfer
- Cheque

Details to pay by these methods are posted on the ACi website membership section.

### **3. Application for membership**

3.1 Must be submitted on-line via the ACi website membership page.

3.2 A confirmation of receipt of application will be sent to the applicants nominated e-mail address for ACi e-mail communication.

3.3 Once accepted, members are bound by the ACi terms and conditions of membership. The annual membership subscription must be paid at the time of application to join. e-invoices will be issued for all payments made.

### **4. Cancellation of membership**

4.1 Must be submitted via the ACi website membership page.

A confirmation of receipt of cancellation will be sent to the members nominated e-mail address for ACi e-mail communication.

No membership subscription refunds are payable.

4.2 In exceptional circumstances the executive committee will consider a refund. Requests must be made in writing, for the attention of the executive committee, setting out the reasons for the requested refund to [admin@my-aci.com](mailto:admin@my-aci.com)

ACi individual memberships are non-transferable.

4.3 In respect of any currency exchange fees, banking fees, credit or debit card fees incurred by any subscription refund approved by the executive committee these will borne by the member requesting a refund.

## 5. Events – Delegates transfer or cancellation refunds

5.1 The ACi organise events and training for which a delegates fee is payable. Members and non-members register for events and training via the ACi website. Event and training fees are payable at variable rates published on the event or training registration page. For example, an early bird rate may apply or discounts for multiple delegates from the same organisation. Members may qualify for discounts or other benefits such as a free or discounted guest. Full details will be published on the ACi website event page.

5.2 Payments for events and training will be payable via the payment methods listed on the ACi website event registration page. They may include, but are not limited to;

- Bank to Bank transfer
- Visa and MasterCard credit card payments
- Debit card payments
- Charge cards i.e. American Express
- Cheques

Full details can be found on the ACi website event registration page.

5.3 Delegates registering for events or training who cannot attend can transfer the registration to another person by notifying the ACi via the ACi website events page. Failure to notify the ACi of a delegate change could result in the delegate being denied entry to the event or training. The ACi reserves the right to deny entry to any delegate. In circumstances where the ACi deny entry to a delegate a full refund of the fee will be made within **thirty days** of the date of the event or training.

5.4 Cancellations received up to **four days (forty-eight hours)** before the event or training will be refunded in full. The refund will be made within **thirty days** of the date of the event or training.

5.5 In respect of any currency exchange fees, banking fees, credit or debit card fees incurred by the delegate refund process these will borne by the delegate requesting the cancellation.

The ACi reserves the right to apply a refund administration fee, which will not exceed £25.00 GBP.

5.6 Requests for a transfer of delegate or cancellation must be made via the ACi Website events page.

## **6. Events and training – Cancellation or date, venue change by the ACi**

6.1 The ACi reserves the right to cancel or change the date of events or training at any time. The ACi undertakes to give delegates as much notice as possible of a cancellation or change of date. Last minute cancellations can occur. For example, a security incident at the venue, fire, extreme adverse weather conditions, power failures etc.

6.2 If an event or training is cancelled by the ACi delegates' fees will be refunded in full. Any currency exchange fees, banking fees, credit or debit card fees incurred by the delegate refund process will be borne by the ACi.

6.3 If the ACi changes an event or training date delegates will have the option to accept the new date, transfer their registration, or seek a full refund.

6.4 Event or training cancellations, and date changes will be notified to delegates via the e-mail provided during the registration process. In the case of date changes, delegates can make an election for a transfer or refund via the ACi Website events page.

6.5 Any other changes to the event or training, for example, a venue change will be posted on the ACi website events page and delegates notified via the e-mail provided during the registration process.

## **7. ACi - Limitations of liability**

7.1 If the ACi cancel or change the date of an event or training the ACi will not be liable for any direct or indirect consequential losses or damages that may result as consequence of the cancellation, change of date or venue for an event or training. These include cancellation penalties for travel (by air, sea or land) accommodation, meals, or other consequential losses i.e. childcare etc. Delegates will be advised to consider travel insurance at the time of registration.

7.2 In respect of event or training cancellations, date changes or venue changes the ACi liability is limited to refunding the delegates fees as outlined above.

### **Related documents**

- Membership Policy
- Membership Terms and Conditions
- Payment Flow and Delivery Policy