



ASOC Refund and Returns Policy

As ASOC does not deal in physical products refunds are not applicable for physical products

The policies for products provided by ASOC are:

Memberships

There are no refunds on membership payments.

Workshops and Summer Art Experience

Workshops, including workshops at the Summer Art Experience, require a minimum number of enrolments to proceed.

Payment must be received in full at the time of booking.

If the workshop is marked full, forms will be accepted without payment for a waiting list.

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

- Payment is received after the workshop has been filled.
- The workshop is cancelled by ASOC (e.g. due to insufficient numbers).
- The participant withdraws from the workshop at least 14 days prior to commencement of the workshop. NOTE: a \$25 cancellation fee will apply.
- Withdrawals received within 5 days of the workshop commencement will be processed as above only if there is another person on the wait list who is able to attend the workshop. If there is no person on the wait list, no refund will be provided; however, attendance is transferable to a friend.

The request to withdraw from the workshop must be made in writing (including by email) to the Workshop Co-ordinator 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 exhibiting artist who has sold the art work and the purchaser. ASOC will endeavour to provide the purchaser's contact details to the selling artist.