



ASOC 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 held through the year

Workshops 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:

- The workshop is cancelled by ASOC (e.g., due to insufficient numbers).
- A full refund will be given where a participant withdraws from a workshop or course (excluding one that is a part of the January program) more than 14 days prior to the date of commencement of the course or workshop.
- Withdrawal 14 days to 8 days from the commencement of the workshop will receive a full refund minus a \$30 administration fee.
- No refund will be given for a withdrawal 7 days or less before the date of commencement of the course or workshop. The participant may organise with another person to attend instead and pass on all relevant information to that person. He or she also must inform the Workshop Coordinator (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.

January 2022 Program Workshops:

Workshops 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:

- The workshop is cancelled by ASOC (e.g., due to insufficient numbers).
- A full refund will be given when a participant withdraws from a workshop that is a part of the January program more than 21 days prior to the date of commencement of the workshop.
- Withdrawal 21 days to 8 days from the commencement of the workshop will receive a full refund minus a \$30 administration fee.

- No refund will be given for a withdrawal 7 days or less before the date of commencement of the workshop. The participant may organise with another person to attend instead and pass on all relevant information to that person. He or she also must inform the Workshop Coordinator (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 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 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.