



CANCELLATION AND REFUND POLICY FOR ARMS EVENTS AND PROFESSIONAL DEVELOPMENT WORKSHOPS  
(excludes the ARMS Annual Conference and Established/Advanced Level Accreditation Program – as these are covered under cancellation policies specific to these programs)

Policy – Reference F-CR	
Last Amended	16 July 2021 (GFAC Review)
Board Endorsement	
Proposed Review Date	30 June 2023
Related Documents	ARMS Constitution ARMS By-Laws Chapter Financial Policy

POLICY STATEMENT

The following statement shall be included in all communications about ARMS events, excluding ARMS annual conference and the Established or Advanced Level Accreditation Programs.

Should your circumstances change, and you are unable to attend an ARMS event, you must contact [ARMSevents@researchmanagement.org.au](mailto:ARMSevents@researchmanagement.org.au) by no later than 10 working days prior to the commencement of the scheduled event. ARMS will refund the full registration fee minus any administrative fees.

Should you cancel less than 10 working days prior to the commencement of the ARMS event, no refund will be payable but instead you may wish to send a proxy.

ARMS reserve the right to cancel, postpone or re-schedule courses and events due to minimum numbers not being reached or for other unforeseen circumstances. In the event of a cancellation, ARMS will generally aim to advise all participants in writing five (5) days prior to the scheduled event and will refund the full registration fee including administrative charges within 30 days after notification.

Please note however, individuals needing to arrange flights and accommodation for attendance to an ARMS event do so at your own risk and cost. It is highly recommended that travel insurance be taken out by the individual. We also strongly advise that you contact our office if you are needing to arrange flights and accommodation to obtain an update on numbers prior to making your booking.

**ARMS CANCELLATION POLICY - Specific to Online Modules**

ARMS complies with Australian Consumer Law in regard to refunds. We ask that you carefully select the online FLAP Module before submitting a Registration as the **Registration is non-cancellable and the Registration Fee is non-refundable.**

We understand that under extenuating circumstances, there may be reasons why the Registrant is unable to complete the registered FLAP Module. Where evidence can be successfully provided to support the Registrant's circumstances, consideration may be given to transfer the Registration to another eligible ARMS member. Such requests must be made in writing to the ARMS Executive Office, email [ARMSaccreditation@researchmanagement.org.au](mailto:ARMSaccreditation@researchmanagement.org.au)

If you are experiencing difficulty completing the FLAP module by the enrolment expiry date, a free course extension may be available. Such requests for further extension must be made in writing to the ARMS Executive Office, [ARMSaccreditation@researchmanagement.org.au](mailto:ARMSaccreditation@researchmanagement.org.au)

For further details please contact [ARMSadmin@researchmanagement.org.au](mailto:ARMSadmin@researchmanagement.org.au) or call 08 8201 3701.

#### Version Control

Version	Date of Approval by ARMS Board	Date for review	Circulation	Document owner
Version 1	5 July 2019	30 June 2021	ARMS Members	ARMS Executive Office
Version 2	30 July 2021	30 July 2023?	ARMS Members	ARMS Executive Office

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