



aiflam

AUSTRALIAN INSTITUTE OF FAMILY LAW
ARBITRATORS AND MEDIATORS

Terms and conditions

All tickets to AIFLAM events, courses and programs are issued subject to these terms and conditions. By purchasing a ticket, you are agreeing to abide by these terms and conditions. These terms and conditions are subject to and will not apply to the extent that they exclude, restrict or modify your rights (including any consumer guarantees) under the Australian Consumer Law (Non-excludable Consumer Obligations). Any rights and remedies given to consumers under these terms and conditions are in addition to the rights and remedies provided under the Australian Consumer Law.

Payment Terms

Full payment of invoices must be settled not less than 24 hours prior to the event. Failure to make payment as required may result in the cancellation of registration.

Program Amendments

Any representations made by AIFLAM, or information provided by AIFLAM in respect of an event is current and accurate to the best of AIFLAM's knowledge, at the time that the representation is made, or information provided. To the extent permitted by law, including the Australia Consumer Law, AIFLAM does not make any representations or warranties as to the accuracy or completeness of the information. Although every effort will be made to keep presentations as represented, AIFLAM reserves the right to make any reasonably necessary changes to the program, including:

- altering the scheduled dates;
- changing the location of events;
- substituting any of the speakers for any event; and
- canceling the event.

If an AIFLAM event is altered, changed, or delayed, AIFLAM will contact registered attendees prior to the event date to notify them of the changes. If a registered attendee does not accept the changes made by AIFLAM to the event, they may cancel their registration and request a full refund of the event fee. If an AIFLAM event is canceled, please refer to the cancellation policy below.

Cancellation by attendees

In organising events AIFLAM has committed to contract with venues and/or service providers under which payment falls due, within certain timeframes, by virtue of the member's purchase of a ticket and remain payable regardless of the member's non-attendance. AIFLAM's cancellation policy accordingly reflects its obligations under those various contracts, insofar as it is possible to do so in general policy. If a registered attendee cancels or does not attend an AIFLAM event due to a change in the registered attendees' own circumstances, the following policy applies.

The general policy is as follows:

- A full refund will be provided for all cancellations received in writing at least 30 days prior to the event.



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- A 75% refund will be provided for cancellations made in writing 21-29 days prior to the event.
- A 50% refund will be given for any cancellations received in writing within 14-19 days of the event.
- No refund will be given for any cancellations received within 14 days of the event, or for non-attendance on the day.
- Delegate substitutions may be made at any time subject to the communication to, and approval by, AIFLAM (which cannot be unreasonably withheld).

Cancellation by AIFLAM

If an AIFLAM event is cancelled, AIFLAM will contact registered attendees prior to the event date to offer either:

- an alternative event on an alternative date; or
- a full refund of the event fee.

CPD points

It is the responsibility of the individual member to determine whether CPD points can be earned for attendance of an event hosted by AIFLAM, as the mandatory continuing professional development (CPD) requirements vary between each State and Territory. Please refer to your relevant State and Territory Law Society in advance of the event for further information.

AIFLAM is approved by the Legal Practice Board as a provider of CPD for the Legal Profession in Western Australia.