New Zealand Association of Pharmacy Students Otago Terms and Conditions

1. General Refund Policy

Refunds for payments made to NZAPS-O will be considered on a case-by-case basis and will be granted at the discretion of NZAPS-O. All refunds will be issued back to the original method of payment, such as the credit card or account from which the initial payment was made.

2. Membership Refunds (for pharmacy graduates and non-pharmacy students)

2.1 **Membership Subscriptions:**
NZAPS-O does not typically offer refunds for membership subscriptions. However, refunds may be granted under special circumstances. Any decision to refund a membership subscription fee will be made in good faith and at the discretion of NZAPS-O.

2.2 **Cancelled Subscriptions:**
In the event that NZAPS-O cancels a membership subscription, a partial refund may be provided at the discretion of NZAPS-O, proportional to the remaining duration of the subscription period.

3. Event Refunds

3.1 **Cancelled Events:**
If an event organized solely by NZAPS-O is cancelled, attendees who have purchased tickets will be eligible for a full refund of the amount paid for the tickets.

3.2 **Attendee-Requested Refunds:**
If an attendee decides they can no longer attend an event and wishes to request a refund, this request must be submitted **no less than 7 days prior to the scheduled event**. Special circumstances may be considered at the discretion of NZAPS-O Financial Committee. To initiate the refund process, the attendee should contact the NZAPS-O treasurer directly.

3.3 **Non-attendance and Disqualifications:**
Refunds will not be issued to attendees who are removed from an event due to misconduct or are denied entry because of intoxication or lack of valid identification. Attendees are responsible for their behaviour and compliance with event rules and regulations.

4. Refund Process

4.1 **Request Submission:**
All refund requests must be submitted in writing to the NZAPS-O treasurer. The request should include relevant details such as the reason for the refund, proof of payment, and any supporting documentation.

4.2 **Processing Time:**
NZAPS-O will make reasonable efforts to process refund requests promptly. However, processing times may vary based on the nature of the request and administrative considerations.

5. Contact Information

For all refund-related inquiries and requests, please contact the NZAPS-O treasurer:

Email: stulo048@student.otago.ac.nz

6. Policy Modifications

NZAPS-O reserves the right to modify this refund policy at any time without prior notice. Changes to the policy will be posted on the official NZAPS-O social sites (Instagram, website, Facebook page).