

## Workshop Rescheduling and Cancellation Policy

We understand that cancellations or schedule changes are sometimes inevitable. The following policies are necessary to ensure that we provide you with the best service until the next time you join us.

### Cancellation by participant

An appropriate substitute, ie elected or staff member, is welcome 24 hours prior to the workshop commencement. Please advise the replacement's name for printing purposes.

The date of your cancellation determines whether the workshop registration fee is still payable, in part or in full, as follows:

If you advise us:

- 10 or more business days prior to workshop commencement: no registration fee will be charged
- 5-9 business days prior to workshop commencement: 50% of the registration fee will be charged
- Less than 5 business days: payable in full.

LGNZ reserves the right to substitute facilitators, reschedule or cancel workshops due to circumstances beyond its control.

This policy is effective upon registration. If you are registered for a workshop and need to cancel, please notify Natasha Meynell by telephone (04) 924 1216 or email [natasha.meynell@lgnz.co.nz](mailto:natasha.meynell@lgnz.co.nz)

### Cancellation by LGNZ

LGNZ reserves the right to cancel or reschedule workshops in case of insufficient participant numbers, or for other reasons beyond their control. In the event of a workshop cancellation LGNZ will inform all participants by email before the workshop is due to take place. LGNZ are unable to reimburse any costs that may have been incurred, including flights, accommodation etc.

### Awaiting for approval

Should you be waiting for approval to attend a workshop, please advise Natasha Meynell as soon as possible to ensure your registration has been reserved. This allows us to have an accurate idea of numbers when confirming whether a workshop is able to go ahead.