

AUSTRALIAN CULINARY FEDERATION

Dedicated to promoting Camaraderie and Culinary Education of Chefs, Cooks, Apprentices & Culinary Students

Returns and Exchanges

Australian Culinary Federation's terms, conditions and policies relating to Returns and Exchanges areas follows. They apply where a contract has been entered into between us.

Publications

- Purchases of Australian Culinary Federation merchandise may be returned or exchanged within 10 working days of distribution provided (to the extent permitted by law) all returned goods are unused, unopened, in original condition, undamaged and in a saleable condition upon return and you pay the delivery costs of the return as well as any re-delivery of the goods in the event of an exchange. In addition, the initial delivery fee will not be refunded.
- If goods are returned via the post, you must keep the appropriate proof of return. If the returned item goes missing in transit to us, we will deem you not to have returned the item.

Events

- Registrations may be cancelled up to 5 working days prior to the event with participants either transferring to another event or receiving a full refund.
- Fees for registration cancelled less than 5 working days prior to the commencement of the event will not be refunded.
- You may substitute another participant at any time prior to the event's commencement, should the nominated person be unable to attend.
- Australian Culinary Federation reserves the right to cancel or postpone an event to an alternative date. All registered participants affected by such a cancellation will receive a full refund or be offered the opportunity to transfer to the next available event but Australian Culinary Federation will not otherwise be liable for any loss, damage or expense arising from the cancellation or postponing of the event.

Event Terms and Conditions

More than 14 calendar days prior to event start date, a participant may:

- Substitute attendee
- Transfer to a different course/event
- Request a credit note for monies paid
- Apply for a refund of monies paid (\$27.50 fee applies for cheque refunds)

14 – 8 calendar days prior to event start date a participant may:

- Substitute attendee
- Transfer to a different course/event
- Request a credit note be raised for monies paid (less \$50 cancellation fee)
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7 calendar days or less prior to event start date a participant may:

- Substitute attendee

Payment must accompany the registration form.