



Cancellation Policy

Eligibility for cancellations and refunds are dependent on the service or programme for which you have registered. Each programme will be accompanied by its own cancellation and refund policy. Please refer to this prior to registering for an event, programme or signing up for one of our services.

For cancellation-eligible programmes, intent to cancel must be advised in writing at least 20 days prior to the event. An administration fee of 30% + GST will be incurred for cancellations. A refund will not be considered if an attendee fails to attend or cancels within 20 days prior to the event.

Our group programmes hold limited seating, are often tailored to individual group requirements, require a significant effort and time investment to prepare and frequently sell out. For this reason, we request that you cancel at least 1 month before the scheduled event. This will allow us to offer your spot to someone else. You may email us at admissions@dapaaustralia.com to cancel. For eligible programmes, if you wish to cancel and advise intent to cancel 30 days prior to the event, you will be eligible for a 50% refund.

If you wish to postpone the date of a bespoke or tailored programme, intent to postpone should be advised at least 20 days prior to the scheduled dates. New dates will be dependent on availability and postponement will incur a 10% surcharge. Any additional event related expenses due to the change of date must be absorbed by the client (e.g. flight changes). DAPA is not responsible for travel or accommodation or any other expenses if an event is cancelled (whether in whole or part).

A substitution may be made prior to the event should the registered attendee not be available to attend. Please email admissions@dapaaustralia.com making reference to the attendee currently registered and provide the name, job title, email, telephone, company name & business address of the attendee that will be attending as the replacement. Substitutions must be completed 48 hours prior to the event commencement date.

Sharing of an individual package is not permitted.

DAPA reserves the right to cancel the whole or part of an event. Registration fees paid will be fully refunded for cancelled events.