



Terms and Conditions

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The PSC website gives you an opportunity to browse and purchase the services and products offered by PSC.

These terms and conditions govern your use of our website, and when you purchase services and products from our website, this creates a binding contractual agreement between you and PSC.

Event Registration

Before submitting your registration and payment for a PSC event, you must read and agree to the Refunds and Returns conditions set out below.

By proceeding to the checkout, the full payment will be charged to your credit card. Alternatively, if you select an offline payment option, your registration will not be final until your payment is received.

Refunds and Returns

PSC events

Cancellations of event bookings, including PSC workshops, professional development events and conferences, are subject to the following cancellation fees:

- Cancelled up to 6 weeks before the event: 20% cancellation fee applies
- Cancelled up to 3 weeks before the event: 50% cancellation fee applies
- Cancelled up to 1 week before the event: No refund

If you are unable to attend, you may transfer your registration to another person and no cancellation fee will be applied.

If our minimum registration criteria are not met or if circumstances arise that are beyond PSC's control, we may need to alter the date or venue for an event. If this occurs, each registrant will be contacted personally. If you are not able to attend on the amended date, a credit will be provided to attend the event on another date or you may transfer your registration to another person. If the event is cancelled by us, a full refund will be provided.

PSC Products

Publications and digital learning options may be offered for sale via the PSC website. PSC does not generally accept returns or provide refunds for products sold online unless the publication is damaged or the online learning product does not function according to specifications.

- If you receive a damaged publication, please contact us with details of the damage. If the publication is seriously damaged, a refund will be provided and PSC will pay the shipping costs if it requires the item to be returned.
- If an online learning product does not function according to specifications and you have technical problems using the product, a refund will be provided. Your access to the digital product will be suspended once it has been returned.

Under special circumstances, a return and refund may be considered upon request.

- If a special circumstance refund is granted, PSC will not pay any return shipping costs.