



ATA Cancellation and Refund Policy

The Australian Teleservices Association Ltd (ATA) is a membership organisation formed to assist and provide services to its members and the Contact Centre industry in Australia. The organisation collects various fees and payments during its normal operations and as such applies the following policies unless otherwise stated.

Events Policy:

Cancellation Policy

A full refund is available to all cancellations notified in writing at least 10 days prior to the event. The ATA reserves the right to charge 100% of the total registration fee for cancellations received within 10 days prior to the event.

Replacements

A replacement for an event attendance is acceptable at no extra cost.

Ongoing Registrations

The ATA reserves the right to suspend registrations for further events from any individuals and organisations who have outstanding accounts of greater than 45 days.

Membership Policy:

Cancellation Policy

Membership cancellations received with 14 days of registration or renewal are eligible to receive a full refund less a \$100 service fee. Cancellations received after the stated deadline will not be eligible for a refund, requests for cancellation must be received in writing.

Membership Transfers and Replacements

Membership is not transferable.

Cessation of Membership

If the subscription of a member shall remain unpaid for a period of two (2) calendar months after it becomes due then the member may after notice of the default shall have been sent to them by the Secretary be debarred by resolution of the Board from all privileges of membership and their name may be removed by the Board from the Register of Members provided that the Board may reinstate the member and restore their name to the Register on payment of all arrears if the Board thinks fit to do so

Contact Us

Further clarification on the Cancellation and Refund Policy should be addressed in writing to:

The CEO, Australian Teleservices Association Ltd
PO Box 129
St Leonards NSW 1590