



## **ACE Manual Therapy Retreat Japan 2026 - Cancellation Policy**

We understand that circumstances can change. This policy has been structured to be fair to both attendees and the organisers, who incur significant non-recoverable costs for registration, venues, and accommodation long before the event begins.

All cancellation requests must be submitted in writing via email to [admin@advancedclinicaled.com](mailto:admin@advancedclinicaled.com). The effective date of the cancellation will be the date the written notice is received by our team.

The final day to cancel and receive any partial refund is **March 4th, 2026**, which is 80 days prior to the event start date of May 23rd, 2026.

### **Cancellation Tiers:**

- **Cancellation on or before November 22nd, 2025 (Tier 1):**
  - You will receive a full refund of the ticket price, minus a **\$250.00 administration fee**.
- **Cancellation between November 23rd, 2025, and December 31st, 2025 (Tier 2):**
  - A penalty of **10%** of the total ticket price will be retained (or a minimum of \$250.00, whichever is greater). You will be refunded the remaining 90%.
- **Cancellation between January 1st, 2026, and January 31st, 2026 (Tier 3):**
  - A penalty of **25%** of the total ticket price will be retained. You will be refunded the remaining 75%.
- **Cancellation between February 1st, 2026, and February 18th, 2026 (Tier 4):**
  - A penalty of **50%** of the total ticket price will be retained. You will be refunded the remaining 50%.
- **Cancellation between February 19th, 2026, and March 4th, 2026 (Tier 5):**
  - A penalty of **75%** of the total ticket price will be retained. You will be refunded the remaining 25%.
- **Cancellation on or after March 5th, 2026 (Tier 6):**
  - No refund will be issued. **100%** of the ticket price will be retained.

### **Please Note:**

- **Humanitix Booking Fees:** All registrations are subject to a booking fee charged by our ticketing platform, Humanitix. **This fee is non-refundable in all circumstances.**
- **Payment Plan Administration Fee:** Tickets purchased using a payment plan are subject to a **non-refundable Payment Plan Administration Fee of \$350.00**. This fee is retained in all cancellation scenarios.
- **Refund Calculation:** Any refund will be the total amount paid, less any non-refundable fees (Humanitix and/or Payment Plan fees), and less the applicable cancellation penalty outlined in this policy.
- This policy applies to the entire retreat package (including workshops, social activities listed and accommodation). It does not cover external costs such as flights, visa fees, or personal travel insurance.
- We strongly advise all attendees to purchase comprehensive travel insurance.
- In the unlikely event that the ACE Manual Therapy Retreat 2026: Japan is cancelled by the organisers, all registered attendees will receive a full 100% refund of their ticket price and any associated Humanitix or Payment Plan fees.

## **Sub-Policies for Shared Room Bookings (Multi-Attendee Tickets)**

The following clauses apply specifically to ticket types where multiple retreat attendees have pre-arranged to share a single room. While each attendee purchases their own ticket individually, these tickets link them to a shared room booking.

These ticket types include:

- **DO2R:** Cosy or Standard Room for 2 Retreat Attendees
- **TO3R:** Standard Double Room for 3 Retreat Attendees
- **QO4R:** King Grand Room for 4 Retreat Attendees

**Please note:** This ticket type is only available to 2, 3, or 4 retreat attendees who have agreed to share a room together. ACE cannot pair you up with another retreat attendee upon request.

### **1. Principle of Shared Responsibility**

Each ticket in a shared room booking includes a percentage of the total accommodation cost for that room (e.g., 50% per person in a 2-person room, 33.33% per person in a 3-person room, etc.).

By purchasing one of these ticket types, each retreat attendee individually acknowledges and agrees to the principle of joint financial responsibility for the full accommodation cost of the room alongside their chosen roommate(s). Should one or more members of the group cancel, the remaining attendees are liable for covering the financial shortfall to maintain the room booking, as detailed below.

### **2. Resolution Following a Partial Cancellation**

If one or more attendees from a shared room booking cancel their individual ticket, the standard cancellation penalties will apply to that ticket. The remaining attendees in the room must then choose one of the following two options to resolve the booking:

#### **Option A: Find a Replacement Attendee**

- The remaining group members are responsible for finding a replacement for the cancelling attendee(s).
- The replacement must be confirmed in writing to ACE ([admin@advancedclinicaled.com](mailto:admin@advancedclinicaled.com)) no later than **March 4th, 2026** (80 days prior to the event).
- Any financial exchange for the ticket must be handled privately between the original attendee, the replacement, and the group. ACE will not facilitate financial transfers between individuals.
- A **\$75.00 administrative fee** will be charged by ACE to process the name change and update the booking details.

#### **Option B: Pay the Price Difference to Upgrade Room Occupancy**

- If the group cannot find a replacement, the remaining attendees are required to pay the difference to convert their tickets to the new, lower-occupancy room rate. This action fulfills their shared responsibility for the room's total cost.
- **This ensures the total revenue for the room remains consistent with the new number of occupants.**
- **Example:** If one person in a 4-person room (QO4R @ \$3,570/person) cancels, the remaining three attendees must each pay the price difference to upgrade to the 3-person room rate (TO3R @ \$3,805/person). The total difference must be paid in full to secure the room for the remaining attendees.
- **If the remaining attendees do not agree to cover this cost difference, the entire room booking will be considered cancelled.** In this case, the standard cancellation policy will apply individually to each of the remaining attendees' tickets.

*A note on liability:* The requirement for remaining attendees to cover the price difference (Option B) may be waived only in the specific circumstance where the cancellation fee retained by Advanced Clinical Education from the cancelling attendee(s) is equal to or greater than the financial shortfall for the room. This is an unlikely scenario, and the default resolution is always Option A or B.

### 3. Full Group Cancellation

If all attendees in a shared room booking decide to cancel, the standard cancellation policy and its tiered penalties will apply individually to each ticket that is part of the group booking. All non-refundable fees (Humanitix, Payment Plan) will be retained for each cancelling attendee.

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#### **Cancellation Penalty Amounts (AUD) - Reference Table**

The table below shows the exact dollar amount that will be retained by ACE from the ticket price for each cancellation tier. These penalty amounts are **in addition to** the non-refundable Humanitix booking fee and the non-refundable \$350.00 Payment Plan Administration Fee (if applicable).

<b>Ticket Type</b>	<b>Price</b>	<b>Tier 1 (Admin Fee)</b>	<b>Tier 2 (10%)</b>	<b>Tier 3 (25%)</b>	<b>Tier 4 (50%)</b>	<b>Tier 5 (75%)</b>
<b>SO1R: Cosy Room for 1</b> (1 Retreat Attendee per room)	<b>\$5,175.00</b>	\$250.00	\$517.50	\$1,293.75	\$2,587.50	\$3,881.25
<b>SO1R: Standard Room for 1</b> (1 Retreat Attendee per room)	<b>\$5,500.00</b>	\$250.00	\$550.00	\$1,375.00	\$2,750.00	\$4,125.00
<b>DO1R: Cosy Room for 2</b> (1 Retreat Attendee + 1 Guest per room)	<b>\$5,465.00</b>	\$250.00	\$546.50	\$1,366.25	\$2,732.50	\$4,098.75
<b>DO1R: Standard Room for 2</b> (1 Retreat Attendee + 1 Guest per room)	<b>\$5,800.00</b>	\$250.00	\$580.00	\$1,450.00	\$2,900.00	\$4,350.00
<b>TO1R: Standard Double Room for 3</b> (1 Retreat Attendee + 2 Guests per room)	<b>\$6,415.00</b>	\$250.00	\$641.50	\$1,603.75	\$3,207.50	\$4,811.25
<b>QO1R: King Grand Room for 4</b> (1 Retreat Attendee + 3 Guests per room)	<b>\$6,785.00</b>	\$250.00	\$678.50	\$1,696.25	\$3,392.50	\$5,088.75
<b>DO2R: Cosy Room for 2</b> (2 Retreat Attendees per room)	<b>\$3,985.00</b>	\$250.00	\$398.50	\$996.25	\$1,992.50	\$2,988.75
<b>DO2R: Standard Room for 2</b> (2 Retreat Attendees per room)	<b>\$4,150.00</b>	\$250.00	\$415.00	\$1,037.50	\$2,075.00	\$3,112.50
<b>TO3R: Standard Double Room for 3</b> (3 Retreat Attendees per room)	<b>\$3,805.00</b>	\$250.00	\$380.50	\$951.25	\$1,902.50	\$2,853.75
<b>QO4R: King Grand Room for 4</b> (4 Retreat Attendees per room)	<b>\$3,570.00</b>	\$250.00	\$357.00	\$892.50	\$1,785.00	\$2,677.50