



ACE Manual Therapy Retreat Italy 2027

Cancellation Policy

We understand that plans and circumstances can change. However, organising an international Retreat requires ACE to make significant financial commitments well before the event takes place.

This policy has been developed to provide clear and transparent cancellation terms while allowing ACE to meet the non-refundable costs associated with delivering the Retreat.

This policy applies to cancellations initiated by attendees and covers Retreat registrations and any associated add-ons, whether payment was made through Humanitix or by invoice.

All amounts outlined in this policy are in Australian dollars (AUD).

How to request a cancellation

All cancellation requests must be submitted in writing by emailing admin@advancedclinicaled.com.

Please include:

- Your name and the names of any guests or other registered attendees
- Your registration type
- A brief explanation of the reason for cancellation

The date ACE receives your written cancellation request will determine which cancellation terms apply. Your registration is not considered cancelled until you receive written confirmation from ACE.

Shared double-room registrations

A shared double-room registration is designed for two Retreat attendees who have arranged to share a room. Each attendee purchases and pays for their own ticket, but the two registrations are linked to the same accommodation booking.

ACE cannot match or pair attendees who would like to share a room. You must organise your own room-sharing companion before registering, and both attendees must identify each other during the registration process.

If one attendee cancels

If one person in a shared double-room booking can no longer attend the Retreat, they must notify ACE in writing as soon as possible.

Because the two registrations are linked to one shared room, the remaining attendee will have three options:

1. Find a replacement attendee

The attendees may arrange for another eligible person to take over the available place, subject to confirmation by ACE.

Once approved, ACE will update the attendee details and treat the change as a name transfer. No cancellation deduction will apply to the original attendee and ACE will not issue a refund for the transferred ticket.

Any financial arrangement between the original attendee and the replacement must be managed privately. ACE cannot collect, transfer, refund or facilitate payments between individuals and is not responsible for any private financial agreement or dispute.

The replacement attendee will be required to accept the Retreat terms, policies and payment obligations associated with the registration. The new attendee may be required to pay any applicable Humanitix booking fees.

2. Upgrade to a single-attendee registration

The remaining attendee may choose to stay in the room alone by upgrading to a single-attendee registration.

The upgrade amount will be calculated using the current single-attendee registration price at the time the upgrade is confirmed, less the amount the remaining attendee has already paid toward their own Retreat ticket.

Humanitix booking and payment plan fees do not count toward the amount paid for the ticket and cannot be credited toward the upgrade.

ACE will provide the remaining attendee with the additional amount payable and the relevant payment deadline.

3. Cancel their own registration

The remaining attendee may also choose to cancel their registration.

Each cancellation will be assessed separately. The cancellation terms, fees and non-refundable amounts applying to each attendee will be based on the date ACE receives that person's written cancellation request.

Confirming the next steps

ACE will work with the remaining attendee on a case-by-case basis and provide a reasonable timeframe in which to confirm their preferred option. This timeframe may depend on when the cancellation occurs and the accommodation deadlines that apply to the Retreat.

Until an alternative arrangement has been confirmed by ACE, the shared-room booking cannot be guaranteed. If the remaining attendee does not respond or confirm an available option within the timeframe provided, ACE will advise them in writing of the next steps for their registration and accommodation.

Cancellations received before 15 January 2027

If ACE receives your cancellation request on or before 14 January 2027, you will receive a refund of the Retreat ticket cost and any add-ons, less a \$250 administration fee.

Any Humanitix booking fees or payment plan fees are non-refundable.

Cancellations received from 15th January to 14th March 2027

If ACE receives your cancellation request between 15th January and 14th March 2027, inclusive, a non-refundable portion of your registration will be retained.

Registration Type	Non-refundable Amount
One attendee	\$3,500
One attendee plus one guest	\$3,700
One attendee plus two guests	\$4,100
Two attendees	\$3,700 each

If the amount you have paid toward your Retreat registration and add-ons is greater than the applicable non-refundable amount, the remaining amount will be refunded.

If you have paid less than the applicable non-refundable amount, ACE will retain the amount already paid and you will be required to pay the difference between the amount paid and the applicable non-refundable amount. Any remaining payment plan instalments will be cancelled once the shortfall has been paid.

Any Humanitix booking fees or payment plan fees are non-refundable and are not included when calculating the amount paid toward your registration.

Cancellations received on or after 15th March 2027

No refunds will be available for cancellations received on or after 15th March 2027.

This includes all amounts paid toward Retreat tickets and add-ons. Any Humanitix booking fees and payment plan fees are also non-refundable.

Refunds

Where a refund is available, ACE will confirm the amount after reviewing your registration, payment history and applicable cancellation period.

Refunds will only be issued once your cancellation has been confirmed by ACE. Any amount retained under this policy cannot be transferred or applied as credit toward another ACE course, event or Retreat.

Travel Insurance

We strongly recommend purchasing comprehensive travel insurance as soon as you register for the Retreat. Your policy should provide appropriate cover for cancellation, illness, injury, travel disruption and other unexpected circumstances that may prevent you from attending.

ACE is unable to provide advice about individual insurance policies or guarantee that an insurer will cover a particular cancellation.

We're here to help

We understand that cancelling a Retreat can be disappointing and that unexpected circumstances can arise. If you think you may need to cancel, please contact our team as early as possible.

While the terms of this policy will apply, we are happy to explain the cancellation process, the amount that may be refundable and the next steps for your registration.