

Women in Seafood Australasia (WISA) Membership Renewal and Refund Policy

This policy sets out how WISA manages annual membership renewals, cancellation requests and refunds for membership subscriptions.

It applies to all WISA members whose subscription is processed through the WISA membership platform.

Guiding Principles

- Be clear and transparent about when renewals occur and how members can cancel.
- Provide members with reasonable notice before a renewal payment is processed.
- Apply refund decisions consistently and fairly.
- Ensure members are not charged where a WISA operational error has occurred.

1. Membership Renewals

WISA membership subscriptions renew automatically every 12 months on the anniversary of the date the member first joined.

WISA will send a renewal reminder approximately one month before the scheduled renewal payment date. This reminder will outline the upcoming renewal and provide instructions on how to cancel.

Members are responsible for keeping their contact and payment details current in the membership platform.

2. How to Cancel

Members may cancel their membership at any time before the renewal payment is processed by:

- logging into the WISA membership platform and cancelling through the platform using this link: [insert cancellation link]; or
- emailing WISA to request cancellation.

If a member would like WISA to cancel their membership on their behalf, the member should contact WISA as soon as possible after receiving the first renewal reminder.

To allow sufficient processing time, cancellation requests submitted to WISA should be sent within 14 days of the first renewal reminder and at least 5 business days before the scheduled renewal payment date.

WISA will aim to respond to cancellation requests within 5 business days.

3. Refunds

Membership subscriptions are non-refundable once a renewal payment has been processed.

However, WISA may provide a refund in the circumstances set out below.

3.1 Full refund - no charge

- A full refund will be provided where the renewal payment was processed due to a WISA operational error, including where WISA failed to action a cancellation request received within the required timeframe.
- A full refund will also be provided where a duplicate payment or other payment processing error has occurred.

3.2 Partial refund - 15% administration charge

- Where a member received the renewal reminder but did not cancel before the renewal payment was processed, WISA may, at its discretion and on a case by case basis, provide a refund less a 15% administration charge.
- Any such request should be made within 5 business days after the renewal payment date.
- The 15% administration charge is intended to cover payment processing, platform administration and membership administration costs already incurred by WISA.

3.3 No refund

- No refund will be provided where the member did not contact WISA after the first renewal reminder and the renewal payment was processed in accordance with this policy.
- No refund will usually be provided where the refund request is made more than 5 business days after the renewal payment date.
- No refund will be provided for any partial membership period, except where required by law or where WISA determines otherwise at its discretion.

4. Member Responsibilities

- Members should review renewal reminders when received.
- Members should ensure their email address and payment details are up to date in the platform.
- Members who do not wish to continue their membership should cancel before the renewal date.

5. Contact Us

For cancellation assistance or refund enquiries, members can contact WISA at:

Email: communications@womeninseafood.org.au