

About this document

This payment and refund policy outlines:

- The Policy of HUMMINGBIRD PROMOTIONS INC

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This policy sets out when you are required to make payment and the payment methods available to you. How we contact you regarding confirmation of payment and Hummingbird Promotions Inc. Guarantee.

Payment Terms and Conditions

- When Registering for any Capel Makers Trail event and services, payment is requested at the same time to process your application. Payment is received in advance prior to the delivery of our events and services. Without receipt of payment, you are not Registered.

Payment Method

There are 2 methods of payment available:

- Using the payment service provider e-Way who will require your credit card details (Visa and Mastercard accepted) Name and card number, expiry date and CVS number
- Direct deposit, either in person or online to any Bendigo Bank Branch.
Account Name: Hummingbird Promotions Inc.
Bank: Bendigo Bank

Payment and Refund Policy

BSB: 633 000

Account No: 164 137 655

Reference: CMT - SURNAME

Confirmation of payment

- You will be contacted within 21 days regarding confirmation of payment, via email.

Guarantee

- Hummingbird Promotions Inc. guarantees that our events and services are provided with due care and skill, fit for purpose and desired result. Delivered within a reasonable time

Refund

- If Hummingbird Promotions Inc. fails to meet our guarantee you may cancel our services and seek compensation. Contact capelmakerstrail@hotmail.com
- We will respond shortly after receiving written notice of your cancellation to discuss your potential refund.
- We do not refund if you simply change your mind about our events and services, or circumstances change that are outside of human control
- A full refund will be offered for events and services with major faults/defects as per Australian Consumer law

Changes to Payment and Refund Policy

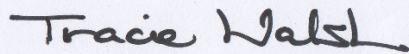
- Please be aware that we may change this Payment and Refund Policy in the future. We may modify this Policy at any time, in our sole discretion and all modifications will be effective immediately upon our posting of the modifications on our website or notice board. Please check back from time to time to review our Payment and Refund Policy.

Your rights – how to contact us about your payment or refund

- If you have any complaints about our payment and refund practices, please feel free to send in details of your complaints to capelmakerstrail@hotmail.com We take complaints very seriously and will respond shortly after receiving written notice of your complaint.
- If you do not believe your complaint has been satisfactorily handled or resolved, you can lodge a complaint with the Office of the Australian Information Commissioner. For more information visit: www.oaic.gov.au

Approved by

Signature:



Full Name: Tracie Walsh

Date: 2nd November 2020