

Refund Policy

The following four refund policies apply to the various services provided by Local Government Procurement (LGP).

1. Events and Non-Accredited Training Refund Policy

- You may cancel your registration up to 14 days prior to the event/training without incurring any charges.
- Cancellations received within 14 days of your registration will result in the full cost of the event/training being charged.
- Substitutions with advance notice in writing are accepted, except for Accredited Training courses which have pre-requisite requirements.
- LGP may, at its discretion, provide a credit towards a future event or non-accredited training session.

2. Networking Meetings Refund Policy

- If you are unable to attend after registering, we strongly encourage you to transfer your registration to a colleague. Please notify us in writing of any substitutions.
- Cancellations made less than 7 days prior to the event, or failure to attend on the day (no-show), will incur a \$50 cancellation fee to help offset wasted catering and venue costs.

3. Accredited Training Refund Policy

- For refund policy related to the accredited courses run through LG Training Academy, email training@lgp.org.au

4. LGP Sponsorship Refund Policy

- Refer to the sponsorship agreement to view the LGP Sponsorship refund policy.

5. Strategic Procurement Solutions and Sustainable Choice Refund Policy

- Except as expressly provided herein, all payments under this Agreement will be irrevocable, and non-refundable.
- Work may be postponed, delayed, and rescheduled without penalty for 6 months.

- After 6 months of postponement or delay, work will be cancelled from the active pipeline and any monies paid may be credited towards future work on a mutual agreed basis.
- Any work that is cancelled from the active pipeline will need to be rescheduled to the first available date.
- Amounts in credit cannot be claimed in perpetuity. If unclaimed after 12 months, the amount will be forfeited.

If you have questions, please contact us at sps@lgp.org.au.

6. Contractor Management Fee Refund Policy

Where a refund request relates to a sales report that has yet to be invoiced and the contractor advises they have made a mistake that needs to be rectified before invoicing, the contractor does not need to request a refund and instead should simply adjust their sales report and resubmit that sales report to LGP.

To seek a refund for any invoicing of management fee, a Contractor Management Fee Refund Request form (Refund Request) must be completed by the Contractor. This is to be submitted complete with as much relevant information as practical to enable efficient audit and processing. The Refund Request must be submitted for audit trail records.

Contractors are required to pay an administrative fee, per refund request, of \$100 per line item (exclusive of GST). Refund requests will be rejected if the administrative fee is not paid within 14 days of the receipt of the request. In addition, where a Contractor has outstanding Sales Reports or Invoice payments, any refund requests cannot be processed.

Approval of any Refund Request will be dependent on the circumstances. The time taken for processing may vary depending on the level of enquiry involved and the responsiveness of the relevant Council and Contractor staff. Where a Refund Request is rejected, the Contractor's representative will be advised of the reason.

For any queries regarding this policy you can find the contact details of your Category Manager.

What is the Administration Fee

There is an administrative cost of \$100 per line item (exclusive of GST) to the business to investigate and process refund requests. An administrative fee applies to all such requests from Contractors.

The administration fee is lodged and covers the minimum man-hours involved in LGP reviewing reporting information, contacting council staff to verify contractor statements, adjusting reporting records, crediting and reissuing invoices and communicating the outcome to the Contractor.

Payment must be made via credit card. The Refund Request form must be submitted at the same time. A refund request will not be processed until payment has been received.

Procedure to lodge a Contractor Management Fee Refund Request to LGP

How to lodge a Refund Request

1. Contact LGP Contracts Team via email to lgpcontracts@lgp.org.au.
1. The LGP Contracts Team will email you a Contractor Management Fee Refund Request form in Excel format.
1. All information fields should be completed, and the document saved for your record. The file should also be submitted to the LGP Contracts Team at lgpcontracts@lgp.org.au.

Procedure to pay the Administration Fee

An administration fee of \$100 per line item (exclusive of GST) is to be paid by calling LGP Finance on 02 9242 4123 during business hours. Payment via credit card is preferred.

How is the Refund Request Processed?

1. Once the administration fee has been processed, the LGP Contracts Team will review the request and conduct an internal audit process which may require communicating with the LGP Approved Customer (if applicable) regarding the refund request.
1. The LGP Contracts Team will notify you of the outcome once finalised.
1. If approved, LGP Finance will issue the Contractor with a credit note to offset the original invoice (\$) value

Who do I Contact About the Request

Any enquiries regarding the status of the request may be lodged via email to lgpcontracts@lgp.org.au.