CPD on the Sea
Cancellation and Refund Policy

1. Requesting a cancellation

Please notify CPD on the Sea in writing if you wish to cancel your registration, CPD participation or cruise arrangements. Refunds and cancellation charges depend on the stage reached and the payments made. This policy should be read with our General Terms and Conditions, your booking confirmation and the applicable cruise operator terms.

2. $500 cruise deposit before booking confirmation

Following priority registration, CPD on the Sea generally invoices a $500 cruise deposit. We hold this amount towards the participant's cruise booking until group cruise arrangements are finalised. Payment of the deposit does not itself confirm a cabin or guarantee an advertised fare.

If CPD on the Sea is unable to proceed with the scheduled program for any reason, including circumstances beyond our control, a $500 deposit held by us that has not yet been applied to a confirmed cruise booking will be refunded in full.

3. Cruise bookings and payments after confirmation

When the group cruise arrangements are finalised, the $500 deposit is applied to the confirmed cruise booking. Any remaining cruise fare is invoiced and paid to CPD on the Sea according to the relevant payment schedule.

Once the cruise booking is confirmed, cancellation fees and refunds relating to the cruise fare and deposit depend on the applicable cruise operator terms, booking circumstances and non-excludable statutory rights. CPD on the Sea will assist with administering eligible refunds for cruise payments collected by us.

4. Participant cancellation of CPD program

If a participant cancels, CPD program fees paid to CPD on the Sea may be held as a credit for 12 months from the cancellation date. The credit can be used towards a future CPD on the Sea program, subject to availability and any price difference.

If the credit remains unused after 12 months, the unused balance will be refunded less an administration fee of up to 25%, limited to reasonable cancellation-related costs and losses and only where permitted by law. This does not affect any non-excludable statutory refund entitlement.

5. Cancellation or changes by CPD on the Sea

If CPD on the Sea cancels the CPD program, participants may choose a full refund of CPD program fees paid to us or an optional credit towards a future program.

If the cancellation occurs before the $500 cruise deposit has been applied to a confirmed cruise booking, that deposit will be refunded in full. If a cruise booking has already been confirmed, cruise-related refunds and charges will be addressed under the applicable cruise operator terms and statutory rights.

6. Travel insurance and consumer rights

We strongly recommend comprehensive travel insurance, including appropriate cancellation, medical and travel disruption cover. Insurance benefits depend on the terms of the policy.

Nothing in this policy excludes, restricts or modifies rights or remedies that cannot lawfully be excluded under the Australian Consumer Law.

Further information

Please read Sections 7 and 8 of our Booking and Participation Terms and Conditions and the applicable cruise operator's terms before committing to payment. Nothing in this policy excludes or limits rights that cannot lawfully be excluded under Australian Consumer Law.