

PROFESSIONAL  
WOMEN'S LUNCHES  
Power to the networkers



# Professional Women's Lunch

## Purchase Policy

Ensuring customer satisfaction and understanding of the purchase process.

## Table of Contents

<b>Pricing and Availability</b> .....	3
<b>Subscriptions</b> .....	3
<b>Billing Information Verification</b> .....	4
<b>Order Confirmation</b> .....	4
<b>Refunds, Exchanges and Replacement Tickets</b> .....	4
<b>Cancelled Events</b> .....	5
<b>Limitation of Liability</b> .....	5
<b>Law and Jurisdiction</b> .....	5
<b>Questions and Contact</b> .....	5



Professional Women's Lunches (PWL) makes every effort to ensure that members receive the product / service that they have purchased. The following policy is designed to ensure your satisfaction and understanding of our ticketing and membership process. Please [contact](#) us if you have any questions about the information below.

## Pricing and Availability

PWL sells tickets and memberships subscriptions (subscriptions) through the PWL website. Pricing is based on the currency of the country holding the event.

All ticket and subscription pricing includes a PayPal transaction fee based on pre-defined PayPal fees for the currency used and a Handling Fee.

Handling Fees cover the costs of providing ticketing and subscription services, including things like infrastructure costs and operating an Internet site.

Where relevant any GST applicable will be added to the purchase price and duly indicated.

When purchasing tickets on the Site, you are limited to a specific number of tickets for each event (also known as a "ticket limit"). This amount is included on the unique event page and is verified with every transaction. This policy is in effect to discourage unfair ticket buying practices.

## Subscriptions

Subscriptions will be billed to you in advance on a recurring, periodic basis (billing cycle). Billing cycles are typically monthly or annual, depending on what subscription plan you select when purchasing a subscription.

Your subscription will automatically renew at the end of each billing cycle unless you cancel via PayPal, or by contacting PWL.

You may cancel auto-renewal on your subscription at any time, in which case your subscription will continue until the end of that billing cycle before terminating.

You may cancel auto-renewal on your subscription immediately after the subscription starts if you do not want it to renew.



Billing information is to be corrected via PayPal to prevent your subscription lapsing due to us being unable to process your payment.

Prices may be changed by PWL at any time and each renewal of your subscription will be at the price you were originally charged for that subscription when you subscribed unless otherwise stated or there is a change in your subscription prices. PWL shall provide you with reasonable notice of any change in prices prior to the effective date of the new pricing by email or other reasonable means such as a notice on the PWL site or in usual subscriber communications. If you do not wish to continue with your subscription due to the new prices, you may opt out of renewal or cancel through your online management account.

### **Billing Information Verification**

Orders are processed through PWL 3<sup>rd</sup> Party Merchant "PayPal", and will only be processed once all billing address and other billing information has been verified.

### **Order Confirmation**

Details of all successful and completed ticket or subscription purchase orders are sent to the purchaser (in the form of a confirmation page or email) with a confirmation number. If you do not receive a confirmation number after submitting payment information, or if you experience an error message or service interruption after submitting payment information, it is your responsibility to contact PWL to confirm whether or not your order has been placed. Only you may be aware of any problems that may occur during the purchase process. PWL will not be responsible for losses (monetary or otherwise) if you assumed that an order was not placed because you failed to receive confirmation.

### **Refunds, Exchanges and Replacement Tickets**

PWL does not issue an exchange or refunds for a lost, stolen, damaged or destroyed ticket, however if after a ticket has been purchased, a ticket holder may be able to transfer their ticket upon application to PWL.

Subject to any statutory rights of refund (including, without limitation the provisions of the [Australian Consumer Law](#)), if an event takes place then generally there is no right to a refund or exchange, including where a ticket holder cannot attend because of adverse weather conditions.

## Cancelled Events

In the event that an event is cancelled or postponed, ticket purchasers will be offered tickets at any rescheduled event up to the face value of the original tickets, or, if the ticket purchaser is unable to attend the rescheduled event or the event is not rescheduled, a refund.

Refunds for tickets purchased prior to the date of the original event will be given and will be given for the amount paid for the tickets (including PayPal transaction and Handling Fees). Depending on the circumstances in each case, a partial refund may be given, e.g.: where one day of a multi day event is cancelled.

To obtain your refund for a cancelled rescheduled event please contact PWL for exact instructions and make sure to include / provide your Ticket Reference Number so we can expedite your refund (if applicable).

## Limitation of Liability

To the extent permitted by law (including any relevant, without limitation the Australian Consumer Law), PWL will not have any liability to you beyond the face value of the ticket or subscription purchased plus any relevant PayPal transaction and Handling Fee. PWL will not be liable for any loss of enjoyment. Personal arrangements including travel, subsistence and accommodation relating to the event, which have been arranged by you are at your own risk. PWL accepts no responsibility for any personal property. This provision does not affect your rights or remedies in relation to any Consumer Guarantee that may be applicable to PWL services.

## Law and Jurisdiction

The provisions of this Purchase Policy are governed by the laws of Australia.

## Questions and Contact

Questions in relation to this document can be directed to us by clicking on the "Contact" link in the top menu. Or you can email us at [kistin@professionalwomenslunches.com](mailto:kistin@professionalwomenslunches.com).