



# REFUND POLICY

## For Library Events

**At the PMI Victorian History Library, we strive to accommodate our members and guests regarding event attendance. Our refund policy is as follows:**

1. Refund Eligibility: If you contact us at least one week (7 days) prior to the scheduled event, you are eligible for a full refund less a 10% cancellation fee to cover the transaction costs.
2. Non-Refundable Period: If you email us within one week of the event, unfortunately, we cannot provide a refund.

Our Heritage Walks, Bus Tours and Workshops are non refundable events.

To request a refund, please reach out to us via email [library@pmi.net.au](mailto:library@pmi.net.au) with your order details and reason for cancellation.

*Aboriginal and Torres Strait Islander people should be aware that items in the PMI's collection may contain images, videos or names of deceased persons.*

*Additionally, some material in the collection contains terms that reflect authors' views, or those of the period in which the item was written, but may not be considered appropriate today. These views are not the views of the PMI Victorian History Library Inc. This material is presented as part of the record of the past; contemporary users should interpret the work within that context.*

*If you find material in the PMI Collection which is considered sacred and should have restricted use, please see staff and the matter will be dealt with on case by case basis.*