

## Changing Award Level Policy

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The Award maintains the right to accept or reject participants requests for a change to his/her registered award level (Bronze, Silver and Gold).

The Award however does accept that there will be occasions where a change of mind or circumstances occurs and will therefore accept a request to change registered award level on the following terms:

- **Award level change requests** must be submitted in writing to the National Award Office ([info@dofehillary.org.nz](mailto:info@dofehillary.org.nz)).
- **Award level change requests** received within **30 days** from the date of your online registration sign up will be approved to change the level.
- **Award level change requests** received after the 30-day request period, participants will need to submit a motivation for changing the level. All motivations will be submitted to a review panel for approval. Final decision will be given within 14 days after motivation has been received.
- **Should the level change request** result in a change from Gold level (\$115 incl. GST) to either Silver or bronze level (\$86.25 incl. GST), the Award maintains the right not to give refund. However, if the request is received within the time frame of the Refund and cancellation policy period then a refund will be considered.
- **Should the level change request** result in a change from Bronze or Silver (\$86.25 incl. GST) level to Gold level (\$115 incl. GST), the participant will be required to make payment for the difference in registration fee.