

# Payment terms, Cancellation & Refund Policy

## **Registration assistance**

The “Conference Organisers” (the Conference Committee and ASN Events) are committed to providing a seamless registration process. ASN Events, as managing agent for the Conference Organisers, can assist you with your registration and any additional items to attend the conference should you have any queries during the registration process. Please do not hesitate to contact ASN Events via email [lieve.b@asnevents.net.au](mailto:lieve.b@asnevents.net.au) or phone +61 3 8658 9530 prior to finalising your registration.

## **Payment terms**

At the end of your online registration, you will be given the option to pay securely via credit card or receive an invoice to make a bank transfer. Credit card payments incur a merchant fee, which is outlined to you in the registration portal. You will be sent a receipt upon submitting your registration and payment.

If you choose to pay via bank transfer, you will be sent an invoice upon submitting your registration, and full payment must be made within 30 days of registering. Your registration is not confirmed until full payment is made. If you register during a period of discounted or early bird rate, you must ensure that payment is made before the discounted period ends, otherwise the next cost level will apply.

## **Registration Cancellation Policy**

Should your circumstances change, and you are unable to attend the conference, you must contact ASN Events via email no later than 35 days prior to the commencement of the conference. A cancellation fee of \$100.00 will apply to cover administration costs incurred in relation to your registration. Should you cancel less than 35 days prior to the commencement of the conference, no refund will be payable.

<u>Time period</u>	<u>Refund Policy</u>
Cancellation until 35 days from conference start date	Full refund minus \$100 cancellation fee
0-35 days from conference start date	No refund. Substitution to alternate delegate

## **Delegate Substitution**

In the event you are unable to attend the conference, substitution of your registration is available to an unregistered colleague or friend by writing via email to ASN Events. Any reimbursement for registration and additional costs must be sought directly with the new attendee.

## **Accommodation Cancellation Policy**

Accommodation booked as part of the conference registration process can be cancelled in full with no penalty, as long as your request to cancel is made no later than 35 days before the first date of your hotel booking. All cancellations must be made in writing via email to ASN Events. In some instances, Accommodation providers may allow changes or cancellations within the 35-day period and ASN Events will manage this process for you and advise the cancellation policy of your accommodation provider, prior to cancelling or amending your booking, to ensure you are fully aware of any non-refundable portion.

### **Refund Processing**

ASN Events will refund any fees paid to ASN Events as a result of amending your registration and/or associated requirements, after taking into consideration the relevant cancellation policy, within 7 business days of receiving a refund request.

All credit card surcharges payable at the time of registration are non-refundable.

Refunds will only be processed to the credit card or bank account of the individual, organisation or institution from which the payment was received.

### **Conference Cancellation or Postponement**

The Conference Organisers accept no liability if an event is cancelled or postponed for reasons beyond their reasonable control resulting from an act of God, governmental regulation, fire, war, terrorist activity or civil commotion.

If the Conference Organisers elect to re-schedule the conference, all registrations and additional items are automatically rolled over to the new dates of the conference.

If the Conference Organisers elects to cancel the event, the liability is limited to a refund of registration costs, subject to fees and conditions. The conference will not refund any travel costs associated with the cancellation of the event. Accommodation pre-payments will be refunded subject to the terms and conditions of the hotel.

### **Insurance**

Delegates are strongly advised to secure appropriate travel and health insurance. Delegate registration fees do not provide any such insurance coverage. The Conference Organisers and ASN Events as managing agent, accept no responsibility or liability against cancellations of bookings, loss or inconvenience or theft/damage to belongings in this regard.

### **Program Alterations**

All best endeavours will be made to present the program as published on the conference website. The Conference Organisers reserve the right to alter, without prior notice, any of the arrangements, timetables, plans or other items relating to the conference for any cause beyond its reasonable control. The Conference Organisers are not liable for any loss or inconvenience caused because of such alteration.

### **Photography and Recording**

By registering, participants acknowledge and consent that during their attendance at the conference their image or voice may be recorded via video, photograph or by any other means ("recorded") by an officer or official of the conference which may be distributed or published at the discretion of the Conference Organisers. If you do not wish to be recorded, you are required to formally advise ASN Events in advance by email.

If you have any concerns or require clarification, please do not hesitate to contact us.

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F: 61 3 8658 9531

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