



ASN Events
tel +61 3 8658 9530
www.asn.events

Refund & Cancellation Policy

ASN Events Pty Ltd and ASN Conferences Pty Ltd (“ASN”)

We ask that you please ensure you register for the correct Event and choose the addons and accommodation relevant to your requirements. Should you require assistance at any time please do not hesitate to contact ASN via email or phone 61 3 8658 9530 prior to finalising your registration.

Refunds are not payable if you simply change your mind, however if your circumstances change please contact ASN immediately via email or phone 61 3 8658 9530 to amend your registration or associated requirements.

Registration Cancellation Policy

Should your circumstances change, and you are unable to attend an Event, you must contact ASN by no later than 30 days prior to the commencement of the Event. A cancellation fee of \$100.00 will apply to cover costs incurred in relation to your registration. Should you cancel less than 30 days prior to the commencement of the Event, no refund will be payable.

<u>Time period</u>	<u>Cancellation fee applicable</u>
On receipt of registration until 30 days from conference start date	\$100 cancellation fee
29 days from conference start date onwards	Full registration fee for registration type booked

Accommodation Cancellation Policy

Accommodation Providers have their own cancellation policies, and they generally apply when cancellations are made less than 30 days prior to arrival. Please contact ASN as soon as possible if you wish to cancel or amend your accommodation. ASN will 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 deposits.



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Refund Processing

ASN will refund any fees paid to ASN 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.

Credit card surcharges 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. Should payment have been via cheque you will be contacted to confirm your current mailing address, and a cheque will be mailed to you.

Event Cancellation or Postponement

Should an Event be cancelled or postponed due to unforeseen circumstances, ASN will endeavour to process a full refund within 90 days of such circumstances becoming known.

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

P: 61 3 8658 9530

F: 61 3 8658 9531

E: participation@asnevents.net.au