

# **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 [wsbe2024@asnevents.net.au](mailto:wsbe2024@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.

Cancellations in writing received by COB 18th May 2024 will incur a US\$70 processing fee and the balance will be refunded to the credit card used to pay for the registration. If no payment had been made, an invoice will be generated.

After the 18th May 2024, cancellations are not entitled to any refund but the registration can be transferred without cost to another unregistered delegate. Instructions need to be in writing to [wsbe2024@asnevents.net.au](mailto:wsbe2024@asnevents.net.au)

<u>Time period</u>	<u>Refund Policy</u>
Cancellation with fee, up until 18 <sup>th</sup> May 2024	Full refund minus \$70 USD cancellation fee
From 19 <sup>th</sup> May 2024	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.

## **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.

### **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 the Congress Management Team

P: +61 3 8658 9530

E: [wsbe2024@asnevents.net.au](mailto:wsbe2024@asnevents.net.au)

## **SPONSOR / EXHIBITOR PARTICIPATION TERMS & CONDITIONS**

1. Full payment is required on receipt of tax invoice to secure your Sponsorship, Advertising and Exhibition requirements, including your Booth Allocation. Full payment of all invoices, including your representative/s registration and related fees must be received prior to commencement of the Event to ensure admittance to the Event, unless by prior approval.
2. The Organising Committee reserves the right to refuse an application.
3. The Organiser will endeavour to meet selected participation requirements and will contact you as soon as possible to discuss alternatives if your selected requirement/s are not available.
4. Sponsorship/Booth cancellations must be made in writing. A refund will only be provided if the sponsorship/booth is re-sold. A cancellation fee of 20% will apply to all cancellations. No cancellation/refund will be provided within 30 days of the conference start date.
5. Sponsors and Exhibitors agree to abide by such conditions as laid down by the Organising Committee and agree not to violate any of the lease conditions of the conference venue.
6. If the Sponsor/Exhibitor fails to comply with any of the rules and regulations laid down, or any requirements stipulated, the Organiser has the right to reassign the space and the Sponsor/Exhibitor will forfeit all monies paid.
7. Acknowledgement of Sponsors in the Program/Abstract Book is dependent upon the date of the Sponsor's booking, provision of the Sponsor's logo, printing date of the book and whether the committee decide to proceed with a printed book.
8. All signage, collateral, advertisements and any other artwork must be provided to the Organiser for approval. The Organiser reserves the right to reject anything that it considers inappropriate.
9. The Organiser reserves the right to redesign the floor plan and to relocate exhibition booths if required through changes to exhibition times, venue alterations or other factors.
10. Exhibitors must have third party liability insurance cover. A Certificate of Currency is to be provided on request.
11. Exhibitors must not erect any sign, display or obstruction which intrudes into any adjoining Exhibitors' space or affects the safety of the venue.
12. Exhibitors must not damage in any way the walls, floors, ceilings or any other part of the exhibition area or conference venue or the Exhibitor will be liable for all associated charges due to the venue.
13. The Organiser accepts no responsibility whatsoever for any actions, suits, proceedings, claims, demands, costs and expenses, which may arise from the supply of samples or other material by participating Sponsors/Exhibitors to any person.
14. The Organiser will take all precautions it considers necessary for the protection and security of exhibited articles but will not be responsible for the safety, loss, damage or compensation of any exhibit or other property under any circumstances whatsoever.
15. Participants must not on-sell sponsorship opportunities, sub-let exhibition tables or display products or programs that have not been officially endorsed by their company without the prior approval of the Organiser.
16. The Conference Organiser may shorten or lengthen the duration of the exhibition and alter the hours during which the exhibition is open.
17. Unforeseen Circumstances / Force Majeure — If any act of terrorism, civil disturbance, industrial action, epidemic, natural disaster or event beyond the Organiser's control prevents us from carrying out our obligations we will not be liable for non-performance or refund.

18. Sponsors / Exhibitors agree not to run any competing programs/seminars concurrently with the Congress without written consent from the Organising Committee
19. Sponsors / Exhibitors agree not to bring in any outside food or beverage without consent from the Organising Committee. If food and beverage is brought in without consent and results in a fine to the Organising Committee the Sponsor/Exhibitor agrees to pay the fee plus a 20% administration cost.

If you have any concerns or require clarification regarding the sponsor/exhibitor participation terms and conditions please contact the Congress Sponsorship & Exhibition Manager, Justine Terese

E: [chad.m@asnevents.net.au](mailto:chad.m@asnevents.net.au)

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