



## Refund Policy

Whilst we hope to see all registrants at Qualcon, we understand that plans can change, and we want to accommodate our registrants as best as we can.

Our refund policy for conference registration is as follows:

### 1. Refund Eligibility:

- To ensure the best possible experience for all attendees, our conference aims to finalise attendee numbers 14 days before the event begins. This means that we finalise arrangements, allocate resources, and incur costs based on the number of registered participants at that time. As a result, our refund policy is designed to allow us to make these preparations with confidence.
- The cancellation request is received in writing (email or letter).
- The cancellation request is received at least 14 days before the conference start date (officially the date of the Welcome Event).
- The registrant may be requested to provide valid proof of payment.

### 2. Refund Amount:

- If the cancellation request is received within the eligible timeframe, a refund of the registration fee, less any applicable processing fees, will be issued.

### 3. Refund Processing Fees:

- A processing fee may be deducted from the refund amount to cover administrative costs.
- For cancellations advised more than 14 days prior to the event, a processing fee of \$40.00 applies.
- Cancellation requests made less than 14 days prior to the event are ineligible for any refund, except in exceptional circumstances.

### 4. Non-Refundable Items:

- Conference materials and merchandise are non-refundable.
- Any fees for optional workshops or special events are non-refundable unless otherwise specified.

## **5. Transfers and Substitutions:**

- If you are unable to attend, you may transfer your registration to another individual from your organisation. A processing fee of \$40 will apply. Please notify us in writing at least 7 days before the conference with the new attendee's details.

## **6. Exceptional Circumstances:**

- In cases of medical emergencies, we will consider refund requests on a case-by-case basis. Supporting documentation may be required.  
A processing fee of \$40 will apply.

## **7. No-Shows:**

- Registrants who do not attend the conference and do not cancel their registration within the eligible timeframe will not be eligible for a refund.

## **8. Refund Request Process:**

- To request a refund, please send an email to [admin@aoq.net.au](mailto:admin@aoq.net.au) with your registration details and the reason for cancellation.  
Refunds will be processed within 10 business days after approval.

## **9. Policy Changes:**

- This refund policy is subject to change, and any updates will be posted on our conference website.

Please review this policy carefully before registering for our conference. If you have any questions or need further clarification, don't hesitate to contact our AOQ Administrator. We appreciate your understanding and look forward to your participation in our conference.