

Refund and Cancellation Policy

ASN Events Pty Ltd and ASN Conferences Pty Ltd (“ASN”, “we”, “us”)

Please ensure you select the correct event, registration type, add-ons and accommodation before completing your booking. If you require assistance, contact us at participation@asnevents.net.au or **+61 3 8658 9530** prior to finalising your registration.

Refunds are not available for change of mind. However, if your circumstances change, please contact ASN as soon as possible to discuss your options.

Event Registration Cancellations

All cancellation requests must be submitted in writing via email.

The following fees apply:

Time of cancellation	Fee applicable
From registration up to 30 days prior to event start date	\$100 administration fee (balance refunded)
29 days or less prior to event start date	No refund (full registration fee payable)

At ASN’s discretion, registrations may be transferred to another person for the same event.

Accommodation Cancellation

Accommodation providers set their own cancellation terms and conditions.
If you have booked accommodation through ASN:

- Cancellation or amendment requests must be made as soon as possible
- Any supplier fees, non-refundable deposits, or penalties will be passed on to you

ASN will advise you of the applicable accommodation provider policy before confirming changes.

Refund Processing

Where a refund is approved:

- It will be processed within **7 business days** where practicable
 - Refunds will be issued to the **original payment method only**
 - Credit card surcharges are **non-refundable**
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Event Cancellation or Postponement

If ASN cancels or postpones an event due to unforeseen circumstances or events beyond our reasonable control, ASN may:

- Offer a transfer or credit to a future event, or
- Provide a refund of fees paid

Where refunds apply, ASN will endeavour to process them within **90 days**.

ASN is not responsible for travel, accommodation or other external costs incurred by participants.

Contact

ASN Events Pty Ltd
P: +61 3 8658 9530
E: participation@asnevents.net.au