CONFERENCE REGISTRATION CANCELLATION & REFUND POLICY

Conference and Education Management Pty Ltd trading as AST Management

1. Purpose and Scope

This policy sets out the terms on which AST Management Pty Ltd ("AST", "we", "us") manages cancellations, transfers, substitutions and refunds for registrations to any conference. It applies to all delegate registration types (in-person, virtual, hybrid and all paid additional social events and functions) unless a specific conference's registration terms state otherwise. It does not apply to sponsorship and exhibition bookings, which are governed by separate agreements.

2. Cancellation and Refund Schedule

All cancellation requests must be submitted in writing (email is acceptable) to the relevant conference registration inbox. The date of receipt of written notice — not the date of the original booking — determines which tier below applies.

Notice Period	Cash Refund	Transfer / Credit Option	Admin Fee
120+ days before the conference	100% refund of the registration fee, less the admin fee	Or transfer full value to a different / future year conference	$99 incl GST
90–119 days before the conference	75% refund of the registration fee (25% cancellation fee applies), less the admin fee	Or transfer full value to a different / future year conference	$99 incl GST
60–89 days before the conference	50% refund of the registration fee (50% cancellation fee applies), less the admin fee	Or transfer full value to a different / future year conference	$99 incl GST
30–59 days before the conference	No refund available	50% credit available to transfer to a different / future year conference	N/A
14–29 days before the conference	No refund available	25% credit available to transfer to a different / future year conference	N/A
0–13 days before the conference, or non-attendance (no-show)	No refund available	No credit or transfer available	N/A

Note: "transfer" refers to moving the registration's full or partial value to a different conference, or to a future year of the same conference. Transfers should be actioned within 12 months of the original conference date unless otherwise agreed.

3. Cancellation of Accommodation

Where accommodation has been booked through the conference website, the following refund schedule applies to the accommodation fee, independent of the registration cancellation terms in Section 2:

Notice Period (before check-in)	Refund Entitlement	Conditions
90 days or more	100% refund of accommodation fees	—
60–89 days	50% refund of accommodation fees	—
59 days or less	No refund	Unless government restrictions prevent attendance and the host hotel approves the refund

Accommodation cancellations must also be submitted in writing to the relevant conference registration inbox and are subject to the host hotel's own cancellation terms where these are more restrictive than the above.

4. Delegate Substitution

- A registered delegate may nominate a substitute from the same organisation at no charge, at any time up to 10 business days before the conference start date, by written notice to AST.
- Substitutions within 10 business days of the event may still be accommodated at AST's discretion, subject to name-badge and catering cut-offs having not already passed.

5. Non-Attendance (No-Show)

Delegates who fail to attend without providing prior written notice of cancellation are not entitled to any refund, credit or transfer, regardless of the reason for non-attendance.

6. Exceptional Circumstances

AST recognises that genuine emergencies occur. Requests for a refund, credit or transfer outside the standard schedule — for example due to serious illness, bereavement, or other significant personal circumstances — will be considered on a case-by-case basis at the discretion of the General Manager, and supporting documentation (e.g. a medical certificate) may be requested. This discretion does not create an entitlement and is applied consistently across the portfolio. NB – Changes in Conference programming does not constitute a legitimate reason to cancel a registration at a conference.

7. Conference Postponement or Cancellation by AST

If AST postpones or cancels a conference (including due to matters beyond its reasonable control such as natural disaster, extreme weather, pandemic-related restrictions, or venue unavailability):

- Delegates will be offered, at their election, a full refund of the registration fee paid, or a transfer of the full registration value to the rescheduled event or to another conference within the portfolio. The delegate must notify AST in writing, their preference of refund or transfer of registration within 7 days, otherwise the default result will be a transfer of registration to the same conference in the next immediate year.
- AST is not responsible for any other costs incurred by delegates in connection with the conference, including travel, accommodation or visa costs, unless otherwise required by law.

8. Refund Processing

- Approved refunds will be processed to the original payment method within 15 business days of the cancellation being approved.
- Any applicable credit card surcharges applied at the time of payment are non-refundable.
- Group bookings are cancelled and refunded on the same tiered basis, calculated per registered delegate.
- A tax invoice / credit note will be issued for every refund or credit processed, consistent with AST's GST obligations.