

2019 APEN Conference - Cancellation and Refund Policy

1. If a registrant is unable to attend an event for any reason they may substitute someone else by arrangement with the APEN secretariat.
2. Where the registrant is unable to attend, and is not in a position to transfer their place to another person, then the following refund arrangements apply:
 - More than 35 days before the event will be refunded 80% of the registration fees.
 - More than 7 days before the event will be refunded 50% of the registration fees.
 - Registrations cancelled less than 7 days before the event will not be eligible for a refund.
3. Conference proceedings for registered participants who are for whatever reason unable to attend will be mailed by regular post to the address we have on file. This will only be done once. Should you have to withdraw please ensure we have your correct mailing address on file.

Important note for failed visa applications

Notification must be received by us in writing (email) not later than 7 (seven) days before the conference starts for refunds to be eligible as shown above. Cancellations received after this cut-off time will not be eligible for a refund.

Refunds will be made in the following ways:

1. For payments received by credit or debit cards, the same credit/debit card will be refunded.
2. For all other payments, a bank transfer will be made to the payee nominated account.
Please note: Any refunds for payments received outside of Australia via bank transfer will be deposited back in to the same account. Please be aware that any international bank charges incurred will be passed on to the registrant.
3. No refunds will be processed 30 days prior to the conference.

The policy as stated on this page is valid from April 2019.