

Event Cancellation and Refund Policy

We understand that circumstances may change which can influence your ability to attend events that have been booked and paid for. Should your attendance plans change the following will apply:

Name Change

A substitute delegate (equivalent level, not applicable to students) can be nominated to attend in your place at any time for no additional cost and for all events. Where practicable please advise us of the name change by emailing events@waterra.com.au or the nominated Event Coordinator. 24 hours notice is appreciated.

Cancellation

Should you be unable to find a replacement and seek a refund, the following applies:

Once we have confirmed final numbers with the venue and the cost is committed, no refund will be given. We must pass on this cost to the attendee who is cancelling. The period to which this applies varies depending on the event and arrangements agreed with the venue.

Every WaterRA event will have the cancellation and refund timetable displayed on the event registration page. It will consist of the following:

- The timeframe in which a full refund will be given;
- The timeframe after which no refund will be given and;
- The applicable charge for non-attendance by attendees with free registration.

All cancellations must be advised in writing by email to events@waterra.com.au or the nominated Event Coordinator. 24 hours notice is appreciated.

Refunds

Refunds will be issued within 10 business days from the conclusion of the event.

If under exceptional circumstances you are unable to attend an event please submit a refund request in writing to events@waterra.com.au. Management will consider all refund requests on a case-by-case basis and may provide a discretionary refund.

Cancellation and Refund Timetable

5 or more working days before the event	Cancellations will receive a 100% refund
4 or less working days before the event	No refunds will be issued however registrations are transferable, refer to name change details in policy

Free Events

We reserve the right to charge free attendees (eg events that are free for members) cost price to cover the cost of catering if they do not attend the event or have notified us within 4 working days prior to the event. The price charged will vary for each event and will be stated on the event registration page. This is applicable to in-person events only.

Refusal of Entry

We reserve the right to refuse entry for all events if you are unable to demonstrate proof of registration. If permitted entry, you will be charged the full cost of the event (where charges are applicable). We reserve the right to decline registrations if registrants are not suited to attend the event. In this case, a full refund of the registration fee will be issued. We reserve the right to refuse entry to intoxicated or unwell registrants.

Event Cancellation

We reserve the right to cancel or modify programs, dates, times, venues and speakers in the event of low registrations and circumstances beyond our control. In the event of such a cancellation, a full refund to participants will be made.

If you have any questions, please contact events@waterra.com.au

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