



MEAs Events - Registration, Cancellation & Refund Policy

Registration

- Registration for MEAs events is made via the on-line registration process through the MEAs website – www.meetingsevents.com.au
- The registration process allows the option to pay by either credit card at the time of registering, or by direct deposit separately. Credit cards accepted are Visa, MasterCard, American Express and Bankcard.
- An auto-generated Confirmation of Registration email will be forwarded to the registrant within 1 hour of the on-line registration completion confirming details of the event.
- If payment option of Direct Deposit is selected, a tax invoice will be emailed to the registrant. Payment must be received by MEAs prior to the commencement of the event. If payment is not received prior to the event, the attendee may be asked to provide a credit card for payment at the event.
- If payment is processed by credit card, an eWay receipt of payment will be emailed to the registrant.
- A tax invoice can also be obtained at any time after registering by logging in to the MEAs website and selecting 'My Invoices'. A Tax Invoice will be available to be printed or saved to the registrant's computer.

Cancellation & Refund

If you are withdrawing from a MEAs event or applying for a refund, you need to contact the MEAs National Office in writing (email, letter, fax or hand deliver).

If notification is received:-

- *More than 5 working days from event date*
A full or part refund is available if MEAs is advised of a cancellation more than 5 working days prior to the event date. Registrants must take into consideration prior to requesting a refund that venue, food and beverage etc. may have been finalised and confirmed prior to the event and therefore would have incurred considerable and non-refundable costs to MEAs.
- *Less than 5 working days from event date*
Cancellations inside 5 working days from event date are subject to full payment to cover fixed cost commitments. Event registration fees will not be refunded or allocated to another event in these circumstances. MEAs cannot accept responsibility for changes to work commitments or personal circumstances within this 5 working day period.
- Substitutions of attendees can be made at no extra cost.

A full refund will be given to all registrants if a session has been cancelled by MEAs.

Non Attendance

- If a registered attendee fails to attend an event for which they had registered, the event registration fees will not be refunded or allocated to another event.

Use of Complimentary Event Entitlement

- Event registrations for eligible companies using their complimentary event entitlement can be made by emailing to 'events@mea.org.au' or faxing to (02) 9929 5600 the name, email address and company name for the person using the entitlement along with the name of the intended event.
- For all intents and purposes, the complimentary event registration is treated as a paid registration and the above policies regarding cancellation, transfers and refunds apply.

General

- MEAs reserves the right to cancel, postpone or re-schedule events due to low enrolments or unforeseen circumstances. Where a refund is due to a participant a full refund will be made within 14 days via the same method payment was made unless requested otherwise.