

CANCELLATION & REFUND POLICY

ME Events

ME events includes all events offered by MEA including Professional Development courses, Webinars, Workshops, Industry Leaders' events, ClubMEA, Careers Insights. Registration and payment for these events are made via the on-line registration process through the MEA website www.meetingsevents.com.au.

Please note that this policy does not extend to the Evolve event or the MEA Awards submission as they have a separate cancellation and refund policy.

- Payment options are by either credit card at the time of registering, or by direct deposit. Credit cards accepted are Visa, MasterCard and American Express
- 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 Direct Deposit payment option is selected, a tax invoice will be emailed to the registrant. Payment must be received by MEA 2 days prior to the commencement of the event. If payment is not received, 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 and will show up as 'Meetings and Events Aus' on your credit card statement.

A tax invoice can also be obtained at any time after registering by logging in to the MEA 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 cancelling your registration to attend an event and are applying for a refund, you need to contact the MEA National Office in writing.

If notification is received:-

- **More than 5 working days from event date**

A full or part refund will be provided subject to

confirmation of event requirements. 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 MEA.

- **Less than 5 working days from event date**

Event registration fees will not be refunded 5 working days from event date or allocated to another MEA event. MEA cannot accept responsibility for changes to work commitments or personal circumstances within this 5 working day period.

MEA will accept a transfer of the registration to another member of the paying organisation

- at no extra cost.

A full refund will be given to all registrants if an event has been cancelled by MEA.

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 MEA event.

Use of Complimentary Event Entitlement

Event registrations for eligible companies using their complimentary partnership or event entitlement can be made by emailing admin@mea.org.au including 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

MEA 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.

MEA Accreditation

MEA Accreditation payments are non-refundable.

EVOLVE

A strict cancellation policy applies to attend Evolve.

All cancellations must be received in writing to Meetings & Events Australia at admin@mea.org.au

The following charges will apply to all registration types if notification is received: -

- **More than 90 working days from event date**, a full refund less \$150 administration fee will be charged.

- **More than 45 working days from event date**, a full refund less \$300 administration fee will be charged.

- **Within 45 days of the event date**, no refund is available, however the registration is transferable to a substitute from the same organisation. This notification must be received in writing within 10 days of the event date.

- All refunds will be processed following the Evolve event.

Non-refundable registrations

Please note that if you registered at the Ultra Early rate this is non-refundable, however a substitute will be accepted.

*MEA Cancellation & Refund Policy
Revised January 2020*