

Terms & Conditions

MEA Events

MEA offers a range of events including; Professional Development sessions, Webinars, Workshops, Industry Leaders' events, Award presentations, ClubMEA networking events and Career Insight Forums. Registration and payment for these events is to be made via the respective event page on the MEA website.

Please note that this policy does not extend to MEA's annual conference (Evolve) or the MEA Awards Application process. These programs have separate cancellation and refund policies which can be found on the unique portals for those activities

- Payment can be made by either credit card or EFT. Accepted credit cards are Visa, MasterCard and American Express.
- An auto-generated Confirmation of Registration email will be sent to the nominated email address within an hour of registration, confirming the details of the event.
- If the EFT payment option is selected, a tax invoice will be emailed to the nominated email address. 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 on arrival at the event. Admission to the event may not be allowed if payment has not been received.

If payment is processed by credit card, an eWay receipt of payment will be sent to the nominated email address. Please note this will be displayed as *'Meetings and Events Aus'* on your credit card statement.

A tax invoice can also be obtained at any time after registering for an event by logging into your MEA user account, selecting 'My Portal' and then 'Transactions' on the left-hand navigation bar.

Cancellations & Refunds

All cancellation requests must be received by the MEA National Office via an email to admin@mea.org.au. Refunds will only be made in accordance with the receipt of the emailed cancellation. Where a refund is due to a registrant, payment will be made within 14 days via the same method payment.

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.

The proportion of refund will be governed by costs incurred by MEA to accommodate engaged supplier policies ahead of a cancellation request being received

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

Event registration fees will not be refunded, either in full or part, inclusive or within 5 working days of an event. No exceptions will apply.

In the case of purchase at member rate by a corporate member organisation, MEA will accept transfer of the registration to another staff member listed against the membership at no extra cost OR to another staff member not listed against the membership with additional payment of the difference between the member and non-member rate applicable, prior to the commencement of an event.

A full refund will be given to all registrants should MEA be required to cancel an event, subject to legal requirements.

Non-Attendance

If a registered attendee fails to attend an event, 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 Cancellations

MEA reserves the right to cancel, postpone or re-schedule events due to insufficient registrations or unforeseen circumstances.

MEA Accreditation

MEIA Accreditation payments are non-refundable.

MEIA Conference

A strict cancellation policy applies to attend Evolve. To refer to the latest Terms and Conditions, please visit the Conference Website.

MEIA Awards

A strict cancellation policy applies to those who apply for the MEIA Awards. To refer to the latest Terms and Conditions, please visit the Awards Application Portal.

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