

Cancellation and refund policy

Delegate Registrations (including social events)

Registrations and social function tickets may be transferred in the event a delegate can no longer attend, although registration tickets cannot be shared over the duration of the event.

The RMA Conference Team reserve the right to cancel or vary any social function or optional activity for any reason.

Full payment of registration can be made via credit card at time of booking or within 14 days of invoice issued. *[Please note: Super Early Bird registration must be paid at time of booking]* Refund conditions for cancellations will be processed as follows:

- **90 days' notice or more:** full refund
- **90 to 60 days' notice:** 75% refund
- **60 to 30 days' notice:** 50% refund
- **30 days or less:** no refund

Cancellations must be requested in writing to the RMA Conference Team via rmaconference@acrrm.org.au.

Exhibition Booths

Full payment of exhibition booth bookings can be made via credit card at time of booking or within 14 days of invoice issued.

Exhibition packages will be released for sale if payment is not received in the appropriate timing.

Refund conditions for cancellations will be processed as follows:

- **90 days' notice or more:** full refund
- **90 to 60 days' notice:** 75% refund
- **60 to 30 days' notice:** 50% refund
- **30 days or less:** no refund

Cancellations must be requested in writing to the RMA Conference Team via rmaconference@acrrm.org.au.

Partnership (Sponsorship)

Full payment for partner packages can be made via credit card at time of booking or within 14 days of invoice issued.

Partner packages will be released for sale if payment is not received in the appropriate timing.

Refund conditions for cancellations will be processed as follows:

- **90 days' notice or more:** full refund
- **90 to 60 days' notice:** 75% refund
- **60 to 30 days' notice:** 50% refund
- **30 days or less:** no refund

Cancellations must be requested in writing to the RMA Conference Organising Team via maconference@acrrm.org.au.

Advertising

Cancellation of advertising will result in a nil refund.

Cancellation

In the event the RMA conference is cancelled, due to government restrictions or border closures, a full refund or transfer of credit will be applied. A full refund or transfer of credit will also be applied in the event a delegate, exhibitor or partner is unable to attend RMA due to government restrictions or border closures.

The RMA Conference Team is not liable for any travel and/or accommodation costs associated with cancellation of the conference or inability to attend due to government restrictions or border closures. Personal or company insurance policies should be referred to in these circumstances.

If registered for a pre or post ACRRM course, which is scheduled to be held in conjunction with the RMA conference, refunds or transfers of monies paid will be managed directly by the ACRRM Courses Team.