

NCEIF 2021

Cancellation Policy



We understand that these are ever changing times and you may be hesitant to book tickets to our Forum in the current environment. However, you don't need to stress with NCEIF's Booking with Confidence Guarantee. We will ensure that the event is COVID-safe and your registration is covered should the event be postponed or cancelled due to government restrictions.

- If our event is impacted by government restrictions and postponed or cancelled, you will be credited the value of your ticket with the option to:
 - Apply for a full refund
 - Attend the new dates for the Forum at no extra cost
 - Transfer the value of your ticket to a nominated person to attend the future event in your place
- As your health is our priority the event will be COVID-safe and compliant with all government health requirements. This includes appropriate social distancing, provision of hand sanitiser and registration of all attendees and delegates in compliance with government requirements.
- We ask that if you have any cold or flu like symptoms that you **do not attend** our event. You will be able to substitute a nominated person to attend the conference in your place. This must be advised at least 24 hours prior to the commencement of the Forum via email to info@nceif.com.au.
- Replacement attendees need to advise us of any dietary requirements at least 24 hours prior to the Forum for us to ensure we can accommodate their requests.
- We strongly recommend attendees take travel insurance to cover cancellations for flights/accommodation etc as NCEIF do not take any responsibility for out of pocket expenses in this regard.

Our standard cancellation policy is still applicable to anyone who wishes to cancel for non-COVID related reasons.

- Cancellation more than 30 days prior to the event: **100% refund**
- Cancellation less than 30 days: **no refund**. Attendees are welcome to send an alternative person to attend. A contact email address along with dietary requirements need to be supplied for any replacement attendees.
- Cancellations must be in writing and will be effective as of the date on the cancellation email.

If you have any questions or concerns, or wish to cancel your registration, please contact our events team at:

Ph: 07 5429 8480

Email: info@nceif.com.au