

## ASUM 24 REGISTRATION CANCELLATIONS

Cancellations or changes to registration must be advised in writing to the Conference Officer via email [conference@asum.com.au](mailto:conference@asum.com.au). Verbal requests will not be accepted.

For cancellations prior to 5pm AEST on the 1 October 2024

We understand that cancellations may need to occur. A small administration fee of \$100 will be charged for cancellations made prior to **1 October 2024**.

For cancellations after 5pm AEST 1 October 2024

Social event tickets are non-refundable after 1 October.

Cancellations requested after 1 October 2024 are at the discretion of the ASUM Board of Directors. If approved, an administration fee of \$400 will apply to any conference refund.

If, on medical grounds, you are unable to attend the conference, you must notify ASUM in writing. Requests for a full cancellation and refund will require additional information supporting your request. Approval will be required from the ASUM Board of Directors.

**Refunds will be made via the same payment method as the original receipt of funds.**

Cancellation due to COVID-19 symptoms

ASUM requests that any delegate who is feeling unwell or has cold or flu-like symptoms, or who may have been a close contact of someone with COVID-19, not attend the conference. Refunds will be at the discretion of the ASUM Board of Directors.

Event Cancellation

In the event the conference is not able to proceed and is moved to a virtual format only, your registration will be automatically transferred to a virtual registration.

Accommodation Booking Policy

Hotel bookings must be paid for at the time of booking or within five (5) business days of the invoice date if paying by EFT or your accommodation is not confirmed. ASUM does not receive commission on these bookings and has undertaken a room block for attendees of ASUM 24 only. Attendees are not permitted to resell or otherwise transfer to persons not associated with ASUM 24. Bookings are only confirmed once paid. Bookings must be made by 1 October, subject to room availability, and any cancellation requests must be made in writing to [conference@asum.com.au](mailto:conference@asum.com.au) by this date. No refunds are available for cancelled accommodation after 1 October.