



Infrastructure Sustainability Council

EMAIL: info@iscouncil.org

WEBSITE: iscouncil.org

Date: 5 May 2022

Version: 2

The Infrastructure Sustainability Council Refund Policy

Registration, Payment and Admission

Registration for most Events or Conferences can be made through our websites. Payment terms for all invoices is strictly 7 days. All tickets will have a closing date, by which the payment of any applicable fee(s) must be paid to guarantee registration. If any registrant does not pay by this date, the registration may be cancelled.

Cancellation by the Infrastructure Sustainability Council

The ISC reserves the right to change the date, time, venue, content or speakers of, or cancel, any Event or Conference. In the event of a cancellation your full compensation, and ISC's full liability to you, is a refund of amounts paid to the ISC for the cancelled Event or Conference.

Postponement by the Infrastructure Sustainability Council

In the event of a postponement to the Event or Conference, your ticket will be transferred to the rescheduled Event or Conference. A refund or credit for postponement will be discussed on a case-by-case basis. Requests should be sent to events@iscouncil.org.

Cancellation by the Registrant

Cancellation must be done via the event website. The refund policy is as follows:

- All cancellations will incur an administration fee of 10% to be deducted prior to the following:
- Cancellations made at least 8 weeks in advance of the event will receive a refund of 100% of the remaining amount
- Cancellations made 4-7 weeks in advance of the event will receive a refund of 50% of the remaining amount
- Cancellations made within 4 weeks of the conference will not be eligible for a refund

Transfers

If you are unable to attend an Event or Conference, your entry ticket may be transferred to another person within your organisation at the sole discretion of the Infrastructure Sustainability Council, up to 5 days hours prior to the commencement of such Event or Conference. To transfer a ticket, please contact the ISC at events@iscouncil.org. In the event of a transfer occurring less than 30 days prior to the event, ISC reserves the right to charge an administration fee of up to \$150.

Contact

For questions or concerns in relation to these terms and conditions please contact the Events Director as set out below:

Contact: Events Director

Phone: +64 21 749 449



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Email: events@iscouncil.org
Mail: PO Box R655, Royal Exchange, NSW 1225

Cancellation of Registration

Cancellations received in writing by Wednesday 17 August 2022, will incur a \$100 cancellation fee. Cancellations received after Wednesday 17 August 2022 will receive NO refund.

A replacement delegate can be sent with no penalty charged but must be advised to the Conference Secretariat in writing. If you are unable to arrange a replacement, a full refund less an administration charge of \$150.00 will be made provided notification is received at least 30 days before the conference.

After this date, refunds will be at the discretion of the organiser. If, for reasons beyond the control of the organisers or for reasons of delegate health and safety, the conference is cancelled, then the registration fee will be refunded after deduction of expenses already incurred by the organiser.

Please contact the Conference Secretariat at [**ecologiq2022@publicsectornetwork.com.au**](mailto:ecologiq2022@publicsectornetwork.com.au) for questions about the registration process.