

Date: 17 January 2023

Version: 3

## **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](mailto: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](mailto: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:           Event Manager  
Phone:             +64 22 629 2820  
Email:             [events@iscouncil.org](mailto:events@iscouncil.org)  
Mail:               PO Box R655, Royal Exchange, NSW 1225