

QMS Workshops– Event Terms & Conditions

Registration Cancellation and Transfer Policy

General Event Booking terms and conditions are available on ICB's Terms and Conditions web page.

Quality Management Systems Workshop Series 2025 (“the Event Series”)

1. The ticket holder acknowledges that “the Event Series” consists of a series of individually registered events.
2. Each event in “the Event Series” is taken to be a separate ticketed event.
3. The purchase of a ticket provides access to the individual ticketed event in “the Event Series” for which the ticket holder has registered. A single ticket purchase does not provide access to additional events in “the Event Series” for which a ticket holder has not separately registered or purchased a ticket.
4. The purchase of a ticket for an individual event can be transferred to another event in “the Event Series” of the same delivery method in the series by:
 1. the ticket holder on request to admin@icb.org.au or
 2. at the discretion of ICB if a ticketed event within “the Event Series” is delayed or cancelled as a result of an authorised government directive restricting travel, venue access, venue capacity or delivery of an event.
 3. More than 7 days prior to the scheduled event with no change fees or
 4. Less than 7 days prior to the scheduled event on the payment of a change fee of \$125.
5. An ICB Member is entitled to purchase tickets at the discounted member level of pricing for themselves plus any staff they employ. This does not include engaged contractors, and is limited to a maximum of 10 staff members for each registered ICB Member.
6. The member does not have to be attending the same event as their staff members, but they must also be in attendance at one of the events within this event series.
7. A ticket holder can transfer their ticket to another person. If the person the ticket is being transferred to is not entitled to the same pricing discount as the original ticket holder, any increase in pricing to meet the appropriate ticket grade will be required to be paid to ICB. Should the person the ticket is being transferred to be entitled to a great pricing discount than that of the original ticket holder, no refund for the difference in pricing will be refundable.
8. Access links, logins, passwords or other access methods used from time to time for virtual events, or to access a recording of an event made available after the completion of an event, are not to be shared with any person other than the ticket holder. The sharing of such access points to non-ticket holders, carries a fine equal to the full price of the non member ticket for that particular event for each sharing incident.
9. The ticket holder acknowledges that all notifications of cancellations must be confirmed via email to and by admin@icb.org.au prior to the event.
10. The ticket holder acknowledges that in relation to events hosted in an online, or virtual environment, which may contain live or on demand content enabling real time interaction with speakers or facilitators, where the presentation of such content is subsequently available in a recorded or pre-recorded format accessible to the ticket holder for a period of no less than 14 days, no refunds for cancellations or non-attendance will be offered.
11. If you wish to cancel your ticket to the event :

1. prior to the end of any offered early bird date for the Event, you will be entitled to a full refund and any pre-approved access to the events will be removed.
2. after any early bird date but more than fourteen days before the commencement of the event, we will charge a cancellation fee of \$125 and we will provide a refund for the remaining amount and any pre-approved access to the events will be removed.
3. within fourteen days of the commencement of the event or otherwise do not use your ticket for access to the event, no refund will be paid or credit will be offered and any pre-approved access to the event will be removed. If you are a member of ICB, an electronic copy of the event resources will be provided to you. If a hard copy of the event resource is required, it can be requested at admin@icb.org.au.

If you have any further questions or would like to discuss any of the above with us, please do not hesitate to contact us – email admin@icb.org.au or call 1300 85 61 81.