

ABS 2025 – Registration, Cancellation and Transfer Policy

Registration Cancellation and Transfer Policy

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

The Australian Bookkeepers Summit ('the event')

1. The ticket holder acknowledges that the Australian Bookkeepers Summit 2025, held in Melbourne, Victoria, Australia is herein known as 'the event'
2. The ticket holder acknowledges that there is no virtual version of this event available.
3. The purchase of a ticket for this event provides access to 'the event' which the ticket holder has registered. A single ticket purchase does not provide access to events in the event series known as the Australian Bookkeepers Roadshow 2025.
4. An ICB Member is only entitled to purchase one ticket at the discounted level of pricing applicable to the membership level they hold. E.g. A Member in Practice can only purchase one ticket at the discount offered to a Member in Practice.
5. 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.
6. Access links, logins, passwords or other access methods used from time to time for access to electronically available resources, gifts, commercial offerings 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 each sharing incident.
7. 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.
8. If you wish to cancel your ticket to the event :
 1. prior to the end of the 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 the 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 manual will be provided to you. If hard copy of the event manual is required, it can be requested at admin@icb.org.au.

Resolution of Complaints

- We will in good faith attempt to resolve any complaint or dispute with you as quickly and amicably as possible. · You may notify a complaint or dispute to us at any time by sending an email to us at admin@icb.org.au
- If you wish to make a complaint or raise a dispute regarding Fees, you must send us an email within 30 days of such fees being paid by your payment method.
- In the event that you do not raise any complaint or dispute in relation to an amount of fees within 30 days of payment, we will take this as your acknowledgement that the fees are fair and reasonable and as a waiver of your right to dispute them.

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.