

# ABR 2025 – Registration Cancellation 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 Roadshow ('the event series')

1. The ticket holder acknowledges that the Australian Bookkeepers Roadshow 2025 consists of a series of individually registered events known as 'the event series'.
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 of the same type and delivery method in the series by:
  1. the ticket holder on request to [admin@icb.org.au](mailto:admin@icb.org.au) or
  2. at the discretion of ICB if a ticketed event within the series is delayed or cancelled as a result of an authorised government directive restricting travel, venue access, venue capacity or delivery of an event.
5. A ticket purchased for an in person event can be transferred to a virtual event, or vice versa in 'the event series':
  1. by the ticket holder on request to [admin@icb.org.au](mailto: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 and
  3. More than 7 days prior to the scheduled in person event with no change fees or
  4. Less than 7 days prior to the scheduled in person event on the payment of a change fee of \$125.
6. 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.
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](mailto: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 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](mailto: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](mailto: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](mailto:admin@icb.org.au) or call 1300 85 61 81.