

TRANSITIONS 19, 2-4 OCTOBER

Terms and Conditions

TryBooking is an online system for organisations and community groups that has been designed to look after the entire event ticketing and registration needs.

All issues relating to the sale of tickets and the hosting of their associated event(s) are the responsibility of the “Event Organiser” and not that of TryBooking Pty Ltd (Australian Business Number 71126987915).

Please visit <https://www.trybooking.com/info/customer-terms-and-conditions> for our terms and conditions.

Transitions19 Terms and Conditions

TERMS AND CONDITIONS – Upfront payment

1. Payment of fees

- 1.1. Registration fees are due prior to the conference date. Payment can only be made via the online booking site using a credit card.
- 1.2. All fees and charges are payable in Australian dollars (\$AUD).

2. Cancellation and Refund

2.1. All requests for refund and cancellation must be in writing (notice of cancellation).

2.2. Cancellation by Participant

2.2.1 The effective date of the notice of cancellation/request for refund is the date it is received by the University of Melbourne and Melbourne Graduate School of Education (MGSE).

2.2.2 If the notice of cancellation is received (effective date):

- more than 28 days prior to the event date - 100% of the fee paid* will be refunded.
- between 14 – 28 days prior to the event date - 50 % of the fee paid* will be refunded.
- less than 14 days prior to the event date - 0 % of the fee paid* will be refunded.

2.3. Cancellation by the Melbourne Graduate School of Education (MGSE):

2.3.1 MGSE reserves the right to cancel any event that does not meet the minimum participant numbers; or in the event of exceptional circumstances.

2.3.2 Where cancellation occurs, MGSE will provide (where possible) alternative dates or a full refund of the event fees*.

2.3.3. Delegates unable to attend are able to nominate a substitute.

*Note: in cases where international transaction fees are charged to the participant, the University will only refund the ticket price using the exchange rate applicable for the original purchase.