

Event Cancellation Policy

Cancellation of registration

Prior to the event – Participants may cancel their registration without penalty up until 14 days prior to the event.

After the registration deadline – Cancellations received within eight (8) and 14 days before the event will incur a 30% administration fee (including GST).

Seven (7) days before an event or after the event – Cancellations received within seven (7) days of an event or after the event will not be eligible for a refund.

All cancellations must be made in writing to accounts@capricornenterprise.com.au

Transfer of registration

All registrations are transferable to another member of your organisation, and requests should be made in writing to accounts@capricornenterprise.com.au taking care to advise of any registration details which need to be updated.

Cancellation of an event by Capricorn Enterprise

Capricorn Enterprise reserves the right to alter or cancel, without prior notice, any of the arrangements relating directly to an event, for any circumstances beyond our reasonable control. This includes the cancellation of an event itself.

Capricorn Enterprise's maximum liability is limited to a full refund of the registration fee. Capricorn Enterprise accepts no additional liability for travel, accommodation or any additional costs incurred.

Any refunds will be paid after the event is finalised.

Postponement or cancellation of an event due to the coronavirus pandemic (COVID-19)

In the event the forum is postponed due to government restrictions, registrations will be transferred to the new date or may be entitled to a refund.

If a consumer chooses not to attend an event that is still going ahead or travel domestically due to coronavirus concerns, this may be treated as a 'change of mind'.

If you are unwell with COVID-like symptoms on the day, we would request that you do not attend and contact us for further information.

In the event of a full cancellation, refunds will be processed as per this cancellation policy.

Note: In 2022 refunds for the Major Industry Forum refunds are unable to be processed until after 13th October 2022.

This cancellation policy was last updated on 18th July 2022.