

Hybrid Conference 2021 Refund Policy

Background

This refund policy is for the AARE hybrid conference 2021. If you would like to seek some assistance or clarification before you finalise your registration for the conference please contact AARE via email (aare@aare.edu.au) or phone 0499338835).

AARE conferences are a wonderful opportunity for educational researchers to get together to share their research and network with their colleagues. It is our hope that in 2021 Australia will be open to travel between States and Territories and at least some overseas countries. However we are aware of how quickly these things can change.

Therefore we have provided a flexible registration process with many options to encourage you to feel confident in registering for the AARE hybrid conference 2021.

Refund levels

Major shut down

A delegate registers as a face to face delegate, attending Melbourne in person, regardless of their choice of catering or no catering and there is a major shut down of their originating State or Territory, or there is a shutdown called in Melbourne.

All delegates of the State or Territory in shutdown or in the case of a Melbourne shutdown all delegates, will receive a refund of the difference between a face to face registration and a full online registration.

Individual inability to travel

If your circumstances change and require a COVID-19 test and/or you are placed in medical quarantine.

A refund of the difference between a face to face registration and the full online registration will be provided.

General refund

Should your circumstances change and you are unable to attend an event, in person or online you must contact AARE no later than 10 days prior to the conference. If you had registered as a face to face delegate, a cancellation fee of \$50 per person will apply to cover costs incurred in relation to the cancellation (name badges and if applicable catering etc). In certain circumstances, AARE will allow for replacement persons to attend in place of the person who initially registered and paid for the event. To confirm this please contact the Events Manager. If you had registered as an online delegate a full refund of the cost of the registration will be provided prior to the event. No refund will be provided for inability to attend online due to circumstances outside of AARE's control. For example, forgetting to attend or having personal internet issues.



Refund process

AARE will refund any fees paid to AARE as a result of amending your registration and/or associated requirements, after taking into consideration this cancellation policy, within 14 business days of receiving a refund request and relevant bank account details. Credit card charges are non-refundable. Refunds will only be processed to the bank account of the individual, organisation or institution from which the payment was received.

Where an event has to be cancelled or postponed due to unforeseen circumstances, AARE will endeavour to process a full refund within 14 days of such notification being made.

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