



Cancellations and Amendments

- All requests for cancellations and / or transfers must be received in writing
- Changes will become effective on the date the written confirmation being received
- The appropriate cancellation charge will apply based on the cost of your booking (excluding any card processing fees and / or booking fees previously applied), as shown below.

Calendar Days Notice before the start of the event	Refund Applicable
30 Days or more	Full refund
Between 15 and 29 days (inclusive)	50% refund of basic attendance fee
Between 7 and 14 days (inclusive)	No refund will be given *
Between 1 - 6 days (inclusive)	No refund will be given
Failure to attend	No refund will be given

For employer bookings only

In the event of a delegate named on a booking from being unable to attend, we will accept a substitution of another delegate on the condition that written notification of the substitute has been received prior to the event date.

* In absence of a refund the delegate has the right to request that 50% of the basic attendance fee be allocated to another BMUS event or BMUS membership, requests must be received in writing at the time of cancellation.