



CME PROCEDURES

As at December 2014

Event Registration Refund Policy

Introduction	This policy supports the registration process that exists for events hosted and operated by CME where delegates pay to attend.
Application	This policy applies to CME members and members of the public and business community who attend CME events.
Definition	<p><i>Registration</i> – to commit to attending event and payment of the registration fee before specified date</p> <p><i>Close of registration</i> – the date on which acceptances of delegates and payment for attendance closes.</p>
Procedure	<ul style="list-style-type: none"> • Delegate notifies CME of request to cancel registration in writing (email acceptable) • CME staff to check and confirm this request has been made before close of registration, and advise requester the refund can be made • Appropriate CME accounts staff members to refund amount of registration fee to requesting party within five working days • No refund will be made after registrations for an event have closed.
Process Map	<ul style="list-style-type: none"> • Event registrations open • Delegates register until closing date • Requests for refunds are made by delegates and responded to by CME before registrations close • Refunds are processed accordingly.
Cancellation of an event	<p>CME reserves the right to alter or cancel, without prior notice, any of the arrangements relating directly or indirectly to an event, for any circumstances beyond CME’s reasonable control. This includes the cancellation of an event itself.</p> <p>CME’s maximum liability is limited to a full refund of the registration fee.</p> <p>CME accepts no additional liability for travel costs, accommodation costs, or any other additional costs incurred.</p>
Notes	<p>It is a condition of registration that full payment is received prior to the commencement of the event and before registrations close.</p> <p>If full payment is not received, delegates will not be admitted.</p> <p>Event delegates may nominate a substitute delegate to attend in their place and instead of cancelling a registration – in this instance appropriate delegate details are to be provided to CME.</p>