

Events and Training – Cancellation, Refund and Payment Policy

Cancellations and refunds

All cancellations to events and / or training courses must be notified in writing to Cooperative Business New Zealand at info@nz.coop.

Please note the following Terms and Conditions:

- Cooperative Business New Zealand will provide a full refund, less an administrative charge of 10%, for cancellations received in writing four weeks prior to the event.
- Cooperative Business New Zealand will provide a 50% refund for cancellations received in writing two weeks prior to the event.
- Cooperative Business New Zealand will not provide a refund for cancellations received in writing less than two weeks prior to the event.
- Cooperative Business New Zealand will not provide refunds for any delegate or attendee who does not attend an event or training course on the day/s.
- In the unlikely event that an event or training course is cancelled for reasons outside our control, Cooperative Business New Zealand will provide a full refund. If this occurs and you have booked non-refundable flights or accommodation, Cooperative Business New Zealand is not liable for any losses.

If you are unable to attend an event, you may send a substitute delegate. Details of the replacement delegate are to be confirmed in writing to info@nz.coop. A refund will not be provided should a non-member delegate substitute their place to a member delegate.

Refunds will be processed after the date of the event.

Payment

By registering to attend a Cooperative Business New Zealand event or training course, you agree to attend and pay the invoice.

Payment is due before the event or training course.

Early bird offers are only valid to the date specified on the event registration web page.

Insurance

Cooperative Business New Zealand encourages event and training course delegates to take out personal travel and medical insurance to cover loss or damage of personal possessions, including loss of registration and accommodation fees through cancellation.

Disclaimer

Cooperative Business New Zealand reserves the right to add to or amend the advertised event or training course programme. There may be instances where a speaker or presenter is no longer able to attend, and Cooperative Business New Zealand may substitute the speaker or amend the programme accordingly.

Cooperative Business New Zealand disclaim any and all liability to any person in respect of the consequences of any failure to operate, accident or injury which may occur on services reserved.