

Y21 Refund Policy

I can no longer come to conference as the dates have moved to December:

- You are entitled to a full refund, minus the deposit.
- All refunds will be processed at the conclusion of Y21

I am booked in and planning on attending conference in December. What happens if the COVID regulations in my state change and I cannot attend?

- You will be entitled to a full refund, minus the deposit.
- All refunds will be processed at the conclusion of Y21

My state currently does not allow travel to NSW, what should I do?

- Stay booked into Y21. If your state still has restrictions in place in December, you will receive a full refund, minus the deposit.
- All refunds will be processed at the conclusion of Y21.

I am booked in and planning on attending conference in December. What happens if COVID cancels conference?

- You will be entitled to a full refund, minus the deposit.
- All refunds will be processed at the conclusion of Y21

After 1st of November, if you can no longer attend conference:

- We will aim to refund as much of your fees as possible. This may be around 50% of your fees as all materials will have been purchased for you. We will do our best to refund you the maximum amount
- If the conference is cancelled you will receive a full refund minus the deposit.
- All refunds will be processed at the conclusion of Y21