



Care-Factor 2023 Ticket Refund Policy

1. Where capitalised in Refund Policy:
 - a. Event means the 2023 Care-Factor Event scheduled to take place on 21 July 2023;
 - b. Us or We means Care-Factor;
 - c. You or Your means the ticket holder.
2. This Event will adhere to the venue and NSW State Government's health regulations.
3. Care-Factor does not offer refunds or exchanges as a result of a change in your personal circumstances or due to external factors such as, for example, adverse weather.
4. Care-Factor will only provide a refund if the Event is cancelled or significantly relocated (and you cannot or do not wish to attend relocated event), or to the extent otherwise required by law (including the Australian Consumer Law).
5. If the Event is cancelled or significantly relocated, all liability is limited to the amount for which the ticket was purchased (including any fees or charges unless otherwise notified at time of purchase). Proof of purchase may be required for any refund.
6. Unless required by law (including the Australian Consumer Law), Care-Factor will not be liable for any other losses incurred by you as a result of the cancellation, rescheduling or relocation of the Event, including but not limited to any travel and accommodation expenses.
7. In the event of postponement of the Event by Care-Factor (including but not limited to any restrictions enforced by Federal or State Government Regulations) bookings will be carried over to the revised date.
8. No refund is payable by Us where You are concerned about Covid-19 or where Your travel plans are affected by Covid-19 restrictions.
9. In the event that you are unable to attend the event, the ticket(s) can be transferred to another person.
10. We will adhere to all Federal and State regulations in regard to public health orders. For current regulations please visit:
 - a. Federal - [Australian Government Department of Health and Aged Care](#)
 - b. State - [NSW Health](#)

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