

NKBA Event Refund Policy

In the unlikely event of cancellation, a refund of registration fees or expenses may not be possible and is at the discretion of NKBA. Where an event is postponed and the option of re-attending is not suitable, a cancellation request can be made by writing to the event organiser and on acceptance, fees will be refunded after deduction of expenses already incurred and subject to supplier contractual agreements.

You must read the Terms and Conditions, including the [NKBA Event Cancellation Disclaimer](#) to understand what we expect and what we may or may not cover.

1. Paid event registration fees must be paid before the event.
 - a. Delegates whose registration fee has not been paid in full will not be permitted access to the event.
2. Cancellation requests must be notified in writing to NKBA Head Office, info@nkba.org.nz
3. Substitute delegates are welcome without penalty, but please advise NKBA of any name change, for administration and delegate list purposes.
4. Refunds:
 - A full refund, less an administration charge of 10%, is given for cancellations received **at least 30 days prior to the event**.
 - Cancellations received **between 15 and 29 days** prior to the event are eligible for a 50% refund.
 - Regrettably, for cancellations received **within 14 days** of the event, no refund can be made.
 - All refunds will be processed after the event.
 - The cancellation fee (10%) is still payable even if registration fees have not yet been paid.
 - There will be no refunds for any registered delegate who does not attend on the day.
 - NKBA does not offer refunds or exchanges because of a change in your personal circumstances.
 - We will not refund you if you arrive late or miss the event*. You must make all arrangements to attend the event, including arranging any necessary travel and allowing suitable travel time.
 - *If you arrive late, you may not be admitted until a suitable break in the event.
 - If an NKBA event is cancelled for any reason travel costs will not be refunded. You should carefully consider the refund and cancellation policies of travel, accommodation and other goods or service providers when planning for attendance at an event. We strongly recommend that you book flexible fares and accommodation.