



# Philanthropy New Zealand

## 2019 Summit Cancellation Policy

### **Purpose**

Philanthropy New Zealand (PNZ) Summit is a biennial event programme. This policy outlines how PNZ will treat cancellations and substitutions, and what level of refund will be payable if a delegate wishes to cancel his or her registration, or if PNZ needs to cancel an event and or session for any reason.

### **Policy Statements**

#### **Substitutions**

If you are unable to attend the Summit or any associated functions for any reason, we're happy for someone else to attend in your place. Please try to let us know at least 10 working days beforehand if you can, so we can make sure any special requirements can be catered for and we can make name badges available.

- Any cancellation for any reason for any Summit ticketed event must be made in writing to [info@philanthropy.org.nz](mailto:info@philanthropy.org.nz).
- If you are a no-show, this will be treated as an on-the-day cancellation and no refund will be made.
- In the event of cancellation by the attendee for any reason, an administration fee may be deducted from any refund. The amount deducted will depend on the timing of the cancellation.
- Refunds on compassionate grounds will always be considered on a case-by-case basis.

#### **Summit Registration Fees Cancellation Policy**

- Cancellations received before 31 December 2018 will be refunded the registration fee minus a \$50 administration fee.
- Cancellations received during the period of 1 – 31 January 2019 inclusive, will receive a refund of 75% of the registration fee.
- Cancellations received during the period of 1 - 28 February 2019 inclusive, will receive a refund of 50% of your registration fee.
- Cancellations received during the period of 1 March and 31 March 2019, will receive a refund of 25% of your registration fee.
- If you cancel after 5.00pm Monday 1 April 2017 we regret that we will be unable to refund you, however you will still be able to receive conference materials made available to delegates online.

#### **Payment by Credit Card**

If you have paid by credit card, we will refund the registration fee minus any administration cost to the credit card used to make the payment.

#### **Payment by Invoice**

- If your invoice is already paid in full at the time of cancellation, you may either choose to be issued with a credit note minus any administration fee applicable towards the cost of registering for future events, or to be refunded minus any administration fee applicable
- If you have not paid at the time of cancellation we will update and reissue your invoice to cover any administration fee.



**Philanthropy  
New Zealand**

*Tōpūtanga Tuku Aroha o Aotearoa*

**Changes to events**

Philanthropy New Zealand reserves the right to change the programme details for the Summit and any event associated with the Summit if deemed necessary without notice including, but not limited to, changes to the date and time of the event, speaker(s) and venue. We will endeavour to ensure that the quality of the programme is not diminished. We regret that no refunds will be made if we need to make changes.

**Contact**

If you have any questions about this policy please call us on 04 499 4090 or email [info@philanthropy.org.nz](mailto:info@philanthropy.org.nz).