Cancellation, Transfer & Refund Policy

Effective Date: 01 September 2025
Last Updated: 04 November 2025

This Cancellation, Transfer & Refund Policy ("Policy") applies to all ticket purchases for the SBM Annual Conference 2026 ("the Event") organised by the School Business Managers' Association Inc. ("the Organiser", "we", "our", "us"). By purchasing a ticket, you agree to be bound by this Policy.

1. Cancellations by Attendees

1.1 **Notice Requirement**
All cancellation requests must be submitted in writing to admin@sbm.org.nz and must include your full name, ticket order number, and contact details.

1.2 **Refund Schedule**

- **60 days or more before the Event start date**: **75% refund** of recoverable costs
- **Between 30 and 59 days before the Event**: **50% refund** of the ticket price less non-recoverable costs.
- **Less than 30 days before the Event**: **No refund** will be issued.
- **No-shows**: No refund will be issued.

1.3 **Non-Refundable Costs**
"Non-recoverable costs" include, but are not limited to, credit card processing fees, ticketing platform charges, and any amounts already committed to suppliers based on your booking (e.g. catering commitments, $20 fixed registration management fee)

2. Ticket Transfers

2.1 **Name Changes**
You may transfer your ticket to another individual at no cost if you notify us at least **14 days before** the Event.

2.2 **Late Transfers**
Name changes within 14 days of the Event may be subject to an administrative fee of **NZD $50.00**.

2.3 **Membership Tickets**
If your ticket was purchased at a member rate, the replacement attendee must be a current financial member of the Association, or the difference to the non-member rate will be payable.

3. Event Changes & Cancellations by the Organiser

3.1 **Right to Alter Event**
We reserve the right to vary the programme, speakers, topics, and/or venue at our sole discretion without liability.

3.2 **Event Cancellation**
If the Event is cancelled by us for reasons within our control, you will receive a **full refund** of the ticket price paid.

3.3 **Force Majeure & Events Beyond Our Control**
If the Event is cancelled, postponed, or materially altered due to circumstances beyond our reasonable control (including but not limited to acts of God, natural disasters, epidemics, pandemics, government restrictions, industrial action, or venue unavailability):

- Your ticket will be transferred to the rescheduled Event, or
- You may request a credit towards a future Event, valid for **12 months**, or
- A refund may be issued **at our discretion**, less non-recoverable costs.

4. Travel, Accommodation & Other Costs

The Organiser accepts no liability for any travel, accommodation, insurance, visa, or other costs incurred by attendees in connection with their attendance, whether the Event proceeds as planned or is cancelled/altered. Attendees are strongly encouraged to obtain travel insurance that covers Event cancellation and the organiser is not responsible for any losses due to uninsured risks.

5. Data Protection and Privacy

The Organiser will collect and process personal data in accordance with applicable data protection laws. By registering for the Event, you consent to the collection and processing of your personal information as outlined in the **Fair Trading Act 1986 (NZ).** To the extent of any inconsistency between this Policy and your statutory rights, your statutory rights will prevail.

By purchasing a ticket, you consent to the collection and processing of your personal data in accordance with our Privacy Policy

6. Code of Conduct

All attendees agree to abide by the Event Code of Conduct, which requires professional and respectful behavior throughout the Event. The Organiser reserves the right to remove any attendee engaging in disruptive, discriminatory, or inappropriate behavior without refund. Violations of the Code of Conduct may result in immediate removal from the Event without refund and potential ban from future events.

7. Photography and Recording Consent

By attending the Event, you grant the Organiser and its affiliates the right to take photographs and make audio/video recordings of you during the Event. You further grant the Organiser permission to use, reproduce, distribute, and publicly display these photographs and recordings, in whole or in part, in any media now known or later developed, for promotional, marketing, and educational purposes related to the Event or the Organiser's activities, without compensation to you.

If you do not wish to be photographed or recorded, please notify the Event staff in writing prior to the Event, and we will make reasonable efforts to avoid capturing your image. However, please note that in public spaces of the Event, your image may be incidentally captured.

The Organiser reserves the right to use any photographs or recordings taken at the Event as they see fit, including but not limited to use on websites, in brochures, social media, and other promotional materials.

8. Intellectual Property

All content presented at the Event, including but not limited to presentations, materials, and discussions, is protected by copyright and other intellectual property laws. Attendees may not record, reproduce, or distribute this content without express written permission from the Organiser or the rightful owner.

9. Refund Processing

All approved refunds will be processed within **20 business days** using the same payment method used for the original purchase, unless otherwise agreed.

10. Accessibility

The Organiser is committed to making the Event accessible to all attendees. If you require any specific accommodations, please contact us at least 30 days prior to the Event.

Contact:
School Business Managers' Association Inc.
Email: admin@sbm.org.nz
Phone: +64 21 103 1594