

EVENT CANCELLATION TERMS

Please read the following terms and conditions (these **Terms**) carefully to ensure that you are fully aware of matters relating to event cancellations and refunds, before purchasing a ticket to any event (**Event**) that is organised and hosted by Love Your Pet Love Your Vet Ltd (**we**, or **Love Your Pet Love Your Vet**).

These Terms form an agreement between each Event delegate and Love Your Pet Your Vet, the Event organiser.

CANCELLATIONS

It's your responsibility to read and understand these Terms, prior to purchasing a ticket to our Event. We understand that nobody makes a reservation with the intention of cancelling or postponing, but unexpected things do happen.

Cancellation fees are to be determined by the following schedule (the **Cancellation Fee Schedule**):

- If you cancel more than 90 days before an Event start date, you will be refunded your payment, less an \$80 administrative fee;
- If you cancel between 45 and 90 days before an Event start date, you will be refunded 60% of your payment;
- If you cancel between 44 and 30 days before an Event start date, you will be refunded 50% of your payment; and
- If you cancel within 30 days of an Event start date, you will forfeit your entire payment.

Due to our need to commit, in advance, to catering, venue and other arrangements, exceptions to our Cancellation Fee Schedule cannot be made.

TRANSFER OF BOOKING

Event bookings are transferrable to another person, who is willing to attend the same Event that you have booked for. However, any person who you may transfer your Event booking to, will not be permitted to transfer the booking to any other person. It is your responsibility to ensure that any person, who you transfer your booking to, is aware of this important condition.

NO ATTENDANCE

In the event that you do not attend an Event that you have booked for, for any reason, then you will not be entitled to receive a refund or receive any credit toward any future event.

CHANGES AND CANCELLATION BY US

We will do our absolute utmost to ensure that our Event goes ahead, as we're just as excited about it, as you are. However, if we must cancel or postpone the Event due to unforeseen circumstances, you will be notified via email, as soon as possible. You agree and acknowledge that the terms and conditions contained in the Cancellations section of these Terms only apply to the originally planned event date and do not apply to any new date that is specified, as a consequence of postponement.

We are not responsible for any expenses that you may have incurred, as a consequence of any postponement or cancellation that we may make.

Although we'll strive to do whatever we can to deliver the Event, as advertised, we reserve the right to alter the Event, at our discretion. Co-ordinating the Event involves managing many variables, some of which are beyond our control and may cause us to make necessary changes to the Event. We will notify you of any significant changes, via email, as soon as practicably possible.

REFUNDS

In the event that we are required to provide you with a refund, then we will process the refund within five (5) business days of our agreement to issue you with the refund.

CONTACT

Please email us at admin@loveyourpetloveyourvet.com.au if you have any questions or concerns in relation to these Terms.