

# Cancellation & Refund Policy

## 1. Cancellation:

- a. All cancellation requests must be received in writing and sent to [bdm@indoaustchamber.com](mailto:bdm@indoaustchamber.com).
- b. Cancellation requests received by Thursday, 30 June 2024, will be refunded, minus an administrative fee and the actual costs incurred. Cancellation requests received after 30 June 2024 will not be refunded.
- c. In case, the delegation is cancelled by IACC then the amount received will be refunded after deduction of actual cost, if any.

## 2. Refund Procedure:

- a. To request a refund, please write to [bdm@indoaustchamber.com](mailto:bdm@indoaustchamber.com) by providing your full name, designation, company name, contact number and brief explanation of the reason for the refund request.
- b. After processing your request, if your refund request is found eligible, we will process the refund within 21 working days. The refund amount will be credited back to the bank account provided by you in this regard.

## 3. Exceptions:

IACC assumes no responsibility and shall incur no liability if it is unable to effect any payment made towards any of the said Fee owing to any one or more of the following circumstances:

- technical error occurring with your bank or the payment gateway during the transaction.
- Circumstances beyond the control of IACC (including, but not limited to, fire, flood, natural disasters, bank strikes, power failure, systems failure like computer or telephone lines breakdown due to an unforeseeable cause or interference from an outside force).
- In case the payment is not effected for any reason, you will be intimated about the failed payment by an e-mail.