

Camp Widow® Australia 2023 cancellation policy

This information and policy relate to Camp Widow® Australia, being held in Brisbane on 10-13 August 2023.

Cancellations by the delegate

Cancellation requests must be sent to campwidow@firstlight.org.au.

Requests received on or before 10 April 2023 (four months prior to event) will receive a refund less a \$33 (including GST) administration fee.

Requests received from 11 April 2023, but on or before 10 July 2023 (one month prior to event) will receive a refund less a \$49.50 (including GST) administration fee.

Due to commitments with venue and suppliers, no refunds will be made after 10 July 2023.

Refunds will be returned via the same payment method as the original receipt of funds and processed within 14 days of your request.

An alternative delegate name and contact details may be provided in writing. No transfer or cancellations fees will be incurred. Depending on the notice given, dietary and other special requirements may not be met on transfers.

Refunds are not available for tribute tiles. However, arrangements can be made to post your tribute tile to you (at your expense) if you are unable to attend the Camp Widow Australia 2023 event.

Cancellations due to COVID-19

Due to the lack of certainty around how the COVID-19 pandemic will continue to affect Australia in the future, there is a possibility that this situation may impact First Light's ability to host Camp Widow Australia 2023 as planned.

If Camp Widow Australia scheduled for 10-13 August 2023 is cancelled, First Light will work with delegates to refund (or if applicable, issue a credit) Camp Widow registration fees and tribute tiles (that have not yet been produced) without administration fees being charged. In the event of postponement, should the new date not suit the delegate, these same refund/credit conditions shall apply.

We will work closely with any delegates impacted by government-imposed travel restrictions at the time of Camp Widow. In the event of delegate cancellations due to government-imposed travel restrictions, registration fees will be refunded without penalty up until 12pm, Thursday 10 August 2023.

Event changes

First Light Widowed Association reserves the right to change the format, content, location, timing and any other aspects of the event, and to postpone or cancel the event.

If the event is changed, postponed or cancelled we are not liable for costs, losses or expenses of any kind incurred by you in connection with attending the event.

Our liability in the event of cancellation is limited to a refund of registration fees.

If the event is postponed or cancelled by First Light Widowed Association and you are unable to attend the re-scheduled event, we will refund your registration fees.