

Tonic Conference 2024 Booking Terms and Conditions and Cancellation Policy

Booking Terms and Conditions:

1. If for any reason, you can't join us for Tonic Conference and/or the Networking and Nibbles function, your registration can be transferred to another member of your team at any time. Please contact us at hello@exult.co.nz as soon as possible to arrange the transfer so we can update our guest list.
2. If notice of cancellation is received **30 days or more** before Tonic Conference commences, 75% of the Tonic Conference fee paid and/or the Networking and Nibbles fee paid will be credited or refunded back to your organisation, you can choose which suits you best. This will give us the opportunity to offer your ticket to someone on the waiting list and cover our administration costs.
3. No refunds or credits will be issued for either Tonic Conference or Networking and Nibbles if notice of cancellation is **received within 30 days** of the Conference date, unless the COVID-19 Cancellation Policy below applies.
4. Exult reserves the right to alter the programme details or facilitators.

COVID-19 Cancellation Policy:

Exult reserves the right to alter this this Booking Terms and Conditions and Cancellation Policy should the NZ Government implement any COVID-19 framework, restrictions or mandates between now and the Conference date.

We will review this policy in accordance with Government guidelines, alongside the requirements of our venue, and keep you fully updated.

1. If you **test positive for COVID-19**, within 14 days of the start of Tonic Conference:
 - a. Your registration can be transferred to another member of your team at any time. Please contact us at hello@exult.co.nz as soon as possible to arrange the transfer so we can update our guest list.
 - b. You can choose not to attend and, on sharing proof of your positive PCR test, Exult will credit or refund 75% of the conference fee and/or the Networking and Nibbles fee back to your organisation, you can choose which suits you best. This will give us the opportunity to offer your ticket to someone on the waiting list and cover our administration costs.
2. Exult reserves the right to make decisions under this Policy, on a case-by-case basis.
3. Exult will not be held responsible for any loss of funds incurred due to cancellation of travel or accommodation due to COVID-19. We strongly recommend you check the cancellation and refund policies of your travel and accommodation providers and book fully refundable or changeable options for both where you can.

If you have any questions, please email hello@exult.co.nz.