

ACRA Cancellation and Refund Policy

Australasian Concrete Repair and Remedial Building Association,
5/441 St Kilda Road, Melbourne, VIC,3004.

Consumer Rights

Our tickets come with guarantees that cannot be excluded under the Australian Consumer Law. If an event is cancelled or significantly changed, you are entitled to a refund.

1. Refunds

We are committed to ensuring our customers have a positive experience. If you are not satisfied with your ticket purchase, you may be entitled to a refund under the following conditions:

- **Event Cancellation:** If the event is cancelled, you are entitled to a full refund of the ticket price.
- **Significant Changes:** If there is a significant change to the event (e.g., change of venue, date, or event purpose), you are entitled to a refund if you do not wish to attend the rescheduled event. Major changes also include situations where the event cannot be delivered safely.
- **Proof of Purchase:** A valid proof of purchase (e.g., receipt, email confirmation) is required for all refund requests.

2. Cancellations

- **Customer-Initiated Cancellations:** If you wish to cancel your ticket purchase, please notify us as soon as possible. Refunds for cancellations initiated by the customer may be subject to specific terms and conditions, including but not limited to, a refund 7 days prior to the event.
- **Event Organizer Cancellations:** If the event organizer cancels the event, you will receive a full refund.

3. How to Request a Refund or Cancellation

To request a refund or cancellation, please contact info@acrassoc.com.au. Provide your order number, proof of purchase, and details of the issue.

4. Exceptions

Certain tickets may not be eligible for a refund or cancellation, including:

- Tickets for events that have already taken place.
- Tickets requested for refund after the event's closing date.

Contact Us

If you have any questions or concerns about our event cancellation and refund policy, please contact info@acrassoc.com.au.