



AH&MRC CQI State Forum 2025 Program

Terms and Conditions

Registrations close Friday 2 May. Any late registrations will be waitlisted and accepted subject to availability of delegate slots and accommodations.

To secure your registration, payment for accommodation (for the 3rd and/or 4th June) will be required upfront which will be reimbursed back to your Service upon conclusion of the forum. For additional bookings outside these covered dates, kindly contact and pay the Pullman Hotel directly.

This upfront payment for accommodations is a new policy of AH&MRC to cover any cancellations past the deadline or for no-shows.

1. Cancellations

If you are unable to attend, we request that you notify us by no later than Tuesday 6th of May and we will endeavour to reimburse you fully for the accommodation expenses. This allows us to adjust arrangements with the hotel, as well as offer your place to another participant on the waitlist.

Cancellations made from the 7th May onwards may be eligible for partial reimbursement of accommodation costs and these will be assessed by AH&MRC on a case-to-case basis.

In the event of the Forum being cancelled by AH&MRC due to unforeseen circumstances, AH&MRC will provide a full refund to registered Organisations.

2. No-Shows

Failure to attend without prior notice is considered a 'no-show.'

No refunds for accommodation will be provided for non-attendance/no-shows.

3. Security Deposit

Upon check-in, the hotel will place a temporary hold of \$1.00 on each delegate's credit card to check the validity of the card and to guarantee payment for any incidental charges incurred (e.g., room service, minibar, damages to property).

All delegates must attend the 3-day Forum to be eligible for a full reimbursement of accommodation (and flights) unless cancelled by the delegate, in which case the terms mentioned under Cancellations will apply.

If a delegate is unable to attend all 3 days due to exceptional circumstances, alternative reimbursement arrangements will be considered at AH&MRC's discretion.

If you are unable to attend all 3 days, please contact the Compliance team via cqi@ahmrc.org.au

Following these guidelines helps us manage our resources effectively and ensures that our events remain accessible to all registered participants.