

LNG2019 Cancellation and Refund FAQ

1. How do I cancel a registration?

If you wish to cancel your registration, you need to notify the LNG2019 Registration Team in writing as soon as possible. Please email registration@lng2019.com and explain the reason for your cancellation request.

2. Are registration fees refundable?

This will depend on when your cancellation request is received and the reason why you're no longer able to attend the event. You are entitled to a partial refund if notification is received on or before 1 February 2019, please see the LNG2019 registration terms and conditions for full details. Cancellations made after the cancellation deadline will not be refunded.

3. How long does a refund take?

Approved refunds will be reimbursed within 60 days of cancellation being approved.

4. Are there any instances in which I am entitled to a full refund?

The LNG2019 organisers will provide a full refund to registrants unable to attend the event due to any of the following extenuating circumstances. Please be advised, relevant supporting evidence must be provided before a claim is considered, evaluated or approved.

- Visa rejection: Instances in which a full visa application process has been completed and travel permit has been denied. An official embassy refusal letter must be provided.
- Registered twice in error: Instances in which the same person has registered and paid twice for the same ticket of the same monetary value.
- Illness or Hospitalisation: An original medical certificate or letter from an appropriate medical professional need to be provided as proof.
- Loss of an immediate family member: Such as a spouse, child or parent. A death certificate must be provided as proof.

5. Can someone else attend the conference on my behalf?

Your registration can be transferred to another person within your organisation. A written request must be sent to the LNG2019 Registration Team on or before 4 March 2019. No transfers will be accepted after 4 March 2019. Please send your written request to registration@lng2019.com.