

# MTS RECRUIT CANCELLATION & REFUND POLICY

## Cancellation Policy

### Outside 30 Days

Cancellations of all MTS Recruit ticket orders can be made up to 30 days prior to the event date, and will receive a full refund of their purchase.

### Within 30-21 Days

For any cancellations made between 30-21 days prior to the event date, a partial refund will be issued as 50% of the ticket purchase price will be retained to cover administration fees incurred by MTS.

### Within 21 Days

For cancellations made within 21 days of the event, a refund will not be issued and the ticket purchase price will be retained by MTS. However, if you are cancelling your order due to unforeseen personal or familial issues (ie. illness or death), a full or partial refund may be granted, according to the evaluation of a request in writing made to [events@mts.com.au](mailto:events@mts.com.au) on a case-by-case basis.

## Event Cancellation or Rescheduling

If MTS Recruit is rescheduled or postponed, all purchases will be honoured for the rescheduled event date or may be refunded in full.

If the event is cancelled, all purchases will be refunded in full.

## Claiming Your Refund

In order to submit your refund request, please send an email to [events@mts.com.au](mailto:events@mts.com.au). Please allow up to 10 business days for the processing of your refund request.